



## TESSA JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Safety and Support Manager</b>
<b>REPORT TO:</b>	CEO
<b>TIME REQUIREMENT:</b>	40 hours a week

**SYNOPSIS:** This person is responsible for planning, directing, and overseeing the operations of the Safety and Support department. The Safety and Support Department includes, but is not limited to, Main Office Advocates, Hospital Advocates, Rural Advocacy Coordinator and DV Court Advocate. The Safety and Support manager is also responsible for planning and maintaining work systems, procedures, and policies that enable and encourage the optimum performance of its people and other resources within the Safety and Support department. This person will be responsible for hiring, training, and supervising all the advocates in the main office, hospital, and rural locations, both paid and unpaid.

### **RESPONSIBILITIES**

- Work with Human Resources to recruit, interview, select, hire, and employ an appropriate number of employees.
- Provide oversight and direction to the employees, volunteers and interns in the Safety and Support department in accordance with the organization's policies and procedures.
- Coach, mentor, and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities.
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.
- Foster a spirit of teamwork and unity among department members that allows for disagreement over ideas, conflict and expeditious conflict resolution, and the appreciation of diversity as well as cohesiveness, supportiveness, and working effectively together to enable each employee and the department to succeed.
- Consciously create a workplace culture that is consistent with TESSA's and that emphasizes the identified mission, vision, guiding principles, and values of TESSA.
- Lead employees using a performance management and development process that provides an overall context and framework to encourage employee contribution and includes goal setting, feedback, and performance development planning.
- Maintain employee work schedules including assignments, job rotation, training, vacations, and paid time off, telecommuting, cover for absenteeism, and overtime scheduling.
- Maintain transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email and regular interpersonal communication.



*Safe place. Safe families. Safe future.*

- Provide effective performance feedback through regular supervision with appropriate employee recognition and disciplinary action, with the assistance of Human Resources, when necessary.
- Manage the overall operational and activities of the department of the main office, hospital, and rural programs.
- Plan and allocate resources to effectively staff and accomplish the work to meet client needs and grant goals.
- Plan, evaluate, and improve the efficiency of work processes and procedures to enhance quality, efficiency, and output of advocacy services.
- Review data to monitor and measure departmental productivity and client care.
- Manage the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares monthly reports for management to track strategic goal accomplishment.
- Partner with other managers, directors, CEO, and other designated contacts within the organization to assist clients receive services without barriers.
- Attend community meetings to further the goals of both TESSA and the Safety and Support department.
- Prevent, identify, and remove discriminatory barriers in services provided.
- Assists in developing and maintaining relationships with other shelters and community service agencies.
- Prepares and delivers presentations regarding domestic violence and sexual assault to community groups.
- Trains internal staff and volunteers as well as community partners on the impact of family violence and sexual assault.
- Develops multicultural services, programming, and outreach as appropriate.

#### **PERFORM CLIENT SERVICES:**

- Serve as point person for day-to-day advocacy operations and issues.
- Work cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery to the client and children.
- Keep all client information confidential as directed by the client.
- Provide follow up with clients if issues arise.
- Deliver programs and services in a manner that is respectful and sensitive to the clients' cultural experience.
- Develop ongoing knowledge and expertise regarding domestic violence, sexual assault, stalking, and human trafficking.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Treat clients with respect, dignity, and empathy.



### **PERFORM RECORD KEEPING:**

- Completes documentation of initial client meeting, e.g. Intake, notes, and any additional documentation associated with client contacts per department protocol.
- Maintains client records in a timely and accurate manner.
- Assists in collecting and entering client statistics for program management and grant reporting, as well as completing grant reports for the department.

### **Other**

- Commit to TESSA's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Understand, support, and implement organizational initiatives and strategic plans.
- Attend program, department, and agency staff and other relevant meeting and trainings as required.
- Other duties and projects as requested by Chief Executive Officer

### **QUALIFICATIONS AND REQUIREMENTS:**

- B.A. or B.S. Degree.
- Minimum of two years of responsible leadership experience in management or supervisory positions.
- Equivalent combination of education and/or experience may be considered.
- Knowledge of domestic violence, sexual assault, stalking, and/or human trafficking issues and experience working with victims and law enforcement preferred.
- Outstanding interpersonal relationship building and employee development skills.
- Management experience in a team-oriented workplace preferred.
- Demonstrated ability to lead and develop a department and department staff members.
- Evidence of the ability to practice a high level of confidentiality.
- Strong peer to peer conflict management.
- Excellent organizational, communication (verbal and written), problem solving, listening and inter-personal skills.
- Attention to detail.
- Ability to work well under stressful circumstances.
- Ability to empathize, encourage and guide.
- Available to work evenings or weekends when necessary and on call.
- Knowledgeable and proficient computer skills.
- Valid driver's license and car insurance.
- Must be willing to complete background checks.
- Ability to read, write and speak English. Bilingual or American Sign Language preferred.