



TESSA JOB DESCRIPTION

JOB TITLE:	Mobile Housing Case Manager
REPORT TO:	Housing Program Coordinator
TIME REQUIREMENT:	40 Hours/Week (Non-Exempt)
PAY RATE:	\$18.27/hr

SYNOPSIS: TESSA's Housing Program provides housing and support services to victims of intimate partner violence, sexual assault, stalking and human trafficking and their families who are in a state of homelessness or at high risk of becoming homeless because they are fleeing violent relationships. The Mobile Advocate is responsible for providing case management and support services to these clients. Case management includes, but is not limited to, safety planning, information and referrals, assistance with the protective order process, court support, crisis intervention, financial planning, and community outreach and education. TESSA is an equal opportunity employer.

RESPONSIBILITIES:

CLIENT SERVICES

- Provide coordinated entry and intake assessments for participants seeking housing support, identifying housing service needs and coordinating initial services
- Support participants in finding and securing safe, affordable housing
- Help families access resources for housing related assistance (i.e. furniture procurement, utility assistance, etc.)
- Advocate with managers and owners for tenancy and negotiate move-in costs; provide education and information to managers and owners
- Provide crisis intervention, information, referrals, safety planning, and support in person and on the phone
- Treat survivors with respect, dignity, and empathy
- Provide assistance with the protective order process
- Provide education and information to the survivor to support informed choices
- Keep all survivor information confidential as directed by the survivor
- Provide court support and attend court hearings as needed
- Complete follow-up with survivor per department policy
- Participate in regular case staffing's
- Work cooperatively with other agencies and individuals involved with the survivor to assure comprehensive service delivery to the survivor and children
- Develop knowledge and expertise regarding domestic violence and sexual assault
- Deliver programs and services in a manner that is respectful and sensitive to the survivors' cultural experience
- Identify gaps in the systems in which the survivors navigate and address those gaps appropriately
- Understand department objectives and how they relate to the goals of the agency.
- Provide support to other departments
- Prevent, identify, and remove discriminatory barriers in services provided



RECORD KEEPING

- Complete documentation of initial survivor meeting, e.g. Intake and Contact Summary notes, and any additional documentation associated with survivor contacts per department protocol.
- Maintain survivor records in a timely and accurate manner.
- Communicate and follow up on necessary information.
- Assist in collecting and entering client statistics for program management and grant reporting.

CULTURAL INCLUSIVITY

- Recognize that we hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves.
- 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.
- Use organizational change processes to support culturally informed organizational policies and procedures.

Other

- Commit to TESSA's organizational mission, vision, and operating philosophy.
- Attend staff, other relevant meetings, trainings, and in-services.
- Other duties and projects as requested by supervisor or Chief Executive Officer.

QUALIFICATIONS AND REQUIREMENTS:

- B.A. or B.S. Degree preferred
- Fluency in Spanish and/or ASL preferred
- Two years relevant experience to include working in a social service organization or agency preferred
- Knowledge of DVSA issues and experience working with DVSA victims preferred
- Excellent organizational, communication, problem solving, and inter-personal skills
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self care
- Ability to empathize, encourage and guide
- Displays a positive attitude, works well with others, and accepts direction well
- Available to work evenings or weekends when necessary
- Able to independently use a computer for word documents, spreadsheet presentations, email, internet research, data entry and data management
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person
- Ability to lift 50lbs, intermittently
- Valid driver's license and car insurance; willing to travel to various locations to meet with clients
- Must be willing to complete background checks
- Ability to read, write and speak English



Safe place. Safe families. Safe future.

To Apply Please Visit
www.TESSAcs.org/about-tessa/employment
TESSA is an equal opportunity employer.

X

Employee Signature

X

Date