



<b>TESSA JOB DESCRIPTION</b>	
<b>JOB TITLE:</b>	<b>Eastern El Paso County Rural Victim Advocacy Case Manager</b>
<b>REPORTS TO:</b>	Safety & Support Manager (or Rural Advocacy Coordinator)
<b>TIME REQUIREMENT:</b>	40 hrs/wk, full-time, non-exempt
<b>LOCATION:</b>	Eastern El Paso County
<b>PAY RATE:</b>	\$18.61/hr

**SYNOPSIS:** The person in this position is responsible for providing trauma-informed case management to rural domestic and sexual violence, stalking & human trafficking victims (adults and children), victims with advocacy, information and referrals, and education. Case management includes, but is not limited to, support, safety planning, law enforcement advocacy, court support, crisis intervention and hospital advocacy. The Rural Advocacy Case Manager also shares responsibility for implementing professional training and increasing community awareness on the issue of sexual assault, domestic violence, teen dating violence, and stalking with the Rural Advocacy Team.

**RESPONSIBILITIES:**

CONFIDENTIAL ADVOCACY

- Provide crisis intervention, information, safety planning, community resource referrals, and support in person and via telephone to survivors of domestic and sexual violence, stalking & human trafficking.
- Meet ongoing needs of victims: provide victims with information on their rights and the judicial process; determine survivor’s goals and objectives, and support their efforts to achieve them through education, the protection order process, resource & community partner referrals, court support, and other processes as desired by the client.
- Work cooperatively with other agencies and individuals (i.e. El Paso County Sheriff’s Office Deputies & Victim Advocates, Calhan Police Departments, The Fourth Judicial District & Department of Human Services staff) involved with the client to assure comprehensive service delivery to the survivor and, if applicable, their children.
- Monitor court hearings, outcomes and maintain communication with victims regarding their perpetrator’s case, their ongoing need for services and referrals, and satisfaction with outcomes.
- Maintain appropriate documentation.
- Provide intake interviews & assessments of victims requesting safe housing and facilitate transportation & relocation when appropriate
- Identify gaps in the systems in which the client navigates and address those gaps appropriately.

COMMUNITY EDUCATION & TRAINING

- Develop knowledge and expertise regarding domestic and sexual violence, stalking & human trafficking.
- Develop and implement strategies for addressing community awareness and intervention gaps.
- Develop multicultural services, programming, and outreach as appropriate. Develop and maintain evidenced-based training curricula, materials, and associated evaluation tools related to family and sexual violence.
- Conduct domestic violence/sexual assault/teen dating violence/stalking prevention/intervention training and/or education tailored to the needs of the audience.
- Participate in the training/education evaluation process: data collection, analysis, reporting, program adjustment/modification based on results



- Deliver programs and services in a manner that is respectful and sensitive to the recipient's cultural experience.
- Understand department/grant objectives and how they relate to the goals of the agency.
- Prevent, identify, and work to remove discriminatory barriers in services provided.
- Represent TESSA to external partners in a positive, productive manner.
- Work closely with Eastern El Paso County community leaders to create professional training to improve collective responses to sexual assault/domestic violence/teen dating violence/stalking geared toward improving offender accountability and survivor safety.
- Build relationships with key community leaders including law enforcement, Department of Social Services staff, faith leaders, county health department staff, educators and administrators, the business community, courthouse personnel and elected officials in the county.
- Maintain & expand an outreach program to the following communities: Black Forest, Peyton, Calhan, Rush, Ellicott, Miami-Yoder, and Hanover.

### RECORD KEEPING

- Completes appropriate notes for each client contact.
- Maintains client records in a timely and accurate manner to ensure all appropriate documentation is represented in each file.
- Communicates and follows up on necessary information.

### GENERAL

- Treats clients with respect, dignity, and empathy.
- Develop knowledge and expertise regarding domestic violence, sexual assault, stalking & human trafficking.
- Deliver programs and services in a manner that is respectful and sensitive to clients' cultural experiences.
- Develop multicultural services, programming, and outreach as appropriate.
- Prevent, identify, and remove discriminatory barriers in services provided.
- Understands department objectives and how they relate to the goals of the agency.
- Provide emergency assistance and community referrals to clients when appropriate.
- Provide education and information to the client to support informed choices.

### CULTURAL INCLUSIVITY

- Prevent, identify & remove discriminatory barriers in services provided.
- 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 & procedures.
- Deliver programs and services in a manner that is respectful and sensitive to the client's cultural experience.



## OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Understand, support and implement organizational initiatives and strategic plans.
- Keep updated on professional development.
- Attend program, department, agency staff and other relevant meetings, trainings, and in-services as required.
- Other duties and projects as requested by supervisor or Chief Executive Officer.

## **QUALIFICATIONS AND REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- B.A. or B.S. Degree
- Two years relevant experience (Confidential Victim Advocacy; working within judicial/legal/social service systems; etc.)
- Knowledge of sexual assault and domestic violence issues and experience working with DVSA victims.
- Able to work a flexible schedule with potential evenings, weekends and on call periods.
- Equivalent combination of education and/or experience may be considered
- Displays a positive attitude, desire to be part of a team, works well with others, and accepts direction well.
- Excellent organizational, communication (verbal and written), problem solving, listening and interpersonal skills. Creative thinker preferred.
- Self-starter; comfortable working both autonomously and in teams.
- Able to give attention to detail while being able to see the big picture.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Ability to empathize, encourage and guide.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Valid driver's license and reliable transportation with car insurance.
- Must be willing to complete and able to pass background and child abuse & neglect history checks.
- Ability to read, write and speak English.
- Fluency in Spanish and/or ASL preferred.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50lbs, intermittently.

### **The following experience/knowledge is not required but helpful:**

- Background in direct services for battered women or sexual assault programming.
- Familiarity the criminal and civil court system.
- Experience in policy development.
- Experience in community organizing.

**Tessa is an equal opportunity employer.**