



TESSA JOB DESCRIPTION

JOB TITLE:	Bilingual Confidential Victim Advocate
REPORT TO:	Advocacy Manager
TIME REQUIREMENT:	40 Hours/Week (Non-Exempt)
PAY RATE:	\$17-\$19/Hour DOE

SYNOPSIS: This position is for a bilingual advocate (English and Spanish speaking). The person in this position is responsible for providing advocacy to domestic violence, sexual assault, human trafficking, and stalking clients. Advocacy includes, but is not limited to, support, safety planning, information and referrals, assistance with the protective order process, court support, crisis intervention, hospital call-outs and community outreach and education.

RESPONSIBILITIES:

CLIENT SERVICES

- Utilize bilingual skills to serve survivors of domestic and sexual violence
- Provide crisis intervention, information, referrals, safety planning, and support in person and on the phone; complete follow-up with survivor per department policy
- Provide assistance with the protective order process
- Provide education and information to the survivor to support informed choices
- Maintain confidentiality as directed by the survivor and in compliance with Colorado statute
- Participate in weekly case staffing's
- Work cooperatively with other agencies and individuals involved with the survivor to assure comprehensive service delivery to the survivor and children
- Provide on-call services to survivors of sexual assault or domestic violence to area hospitals and Safe Passage
- Deliver programs and services in a manner that is respectful and sensitive to the survivors' cultural experience
- Identify gaps in the systems that survivors navigate and address those gaps appropriately
- Conduct community education presentations, training, and outreach as needed
- Recommend multicultural services, programming, and outreach as appropriate
- Provide training, instruction, guidance and support to volunteers and interns
- Assist with translating materials from English into Spanish
- 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
- Work with Advocacy Manager to further develop bilingual resources and advocacy for survivors



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
- Treat survivors with respect, dignity, and empathy
- Attend staff, other relevant meetings, trainings, and in-services
- Other duties and projects as requested by manager

QUALIFICATIONS AND REQUIREMENTS:

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

- B.A. or B.S. Degree preferred
- Fluency in Spanish required
- Two years relevant experience; equivalent combination of education and/or experience may be considered.
- Knowledge of domestic and sexual violence issues and experience working with DVSA victims
- Excellent organizational, communication, problem solving, and inter-personal skills
- Attention to detail
- Displays a positive attitude, works well with others, and accepts direction well.
- Ability to work well under stressful and emotionally-taxing circumstances and engage in effective self-care
- Ability to empathize, encourage and guide



- Available to work evenings or weekends when necessary
- Must be proficient in Microsoft Office and have general computer skills
- Possess vision and hearing sufficient to work on a computer, on the phone and in person
- Ability to lift 50lbs, intermittently
- Valid driver's license and car insurance
- Must be willing to complete background checks
- Ability to read, write and speak English and Spanish
- Fluency in ASL preferred

The following experience/knowledge is not required but helpful:

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

TESSA is an equal opportunity employer.

**For Application Instructions Visit:
www.TESSAcs.org/about-tessa/employment**

This job is open until filled.