



TESSA of DOUGLAS COUNTY JOB DESCRIPTION

JOB TITLE:	Overnight Safehouse Advocate
REPORT TO:	Safehouse Manager
TIME REQUIREMENT:	40 hrs/wk, Full-time, Non-exempt
PAY RATE:	\$17.31/hr

SYNOPSIS: The primary function of the Overnight Safehouse Advocate is to provide advocacy and residential supportive services to residents of TESSA's Safehouse in collaboration with the case management team. The person in this position is required to work in the office and overnight shifts are required.

RESPONSIBILITIES:

INTERVENTION

- Assist in the intake or transition procedures of a Safehouse resident.
- Provide transportation resources when necessary and possible for Safehouse residents.
- Communicate necessary resident information in the Safehouse database and shift logbook; and follow up on notations left there.
- Provide general resources and paperwork to Safehouse residents as requested.

CLIENT SERVICES

- Provide Safehouse residents and Safeline callers with crisis intervention, safety planning, and general support, treating clients with respect, dignity, and empathy utilizing Trauma Informed Care practice.
- Maintain confidentiality as directed by the client or by TESSA's mandatory reporting obligations.
- Assist in Safehouse operations to include, but not limited to house laundry, room prep, cleaning, and stocking supplies.
- Participate in general client and house maintenance such as cleaning rooms when clients leave the Safehouse, supplying of linen and personal items, and ensure maintenance of the facility as a sanitary and safe environment.
- Provide education, information, and support to Safehouse residents and Safeline callers through advocacy and empowerment-based services.
- Work cooperatively with other agencies and individuals (e.g. Douglas County Sheriff's Office Advocates, Local Police Department Advocates, District Attorney's Advocates, TESSA/ Department of Human Services representatives) involved with the client to assure comprehensive service delivery to the client/children.
- Reach out to On-call when emergencies arise in the Safehouse or on Safehouse grounds.
- Develop and demonstrate knowledge and expertise regarding domestic violence and sexual assault.
- Implement Safehouse procedures using Trauma Informed Care practice.
- Attend supervision meetings with the Safehouse Manager as requested.
- Adhere to work schedule and be available to provide back-up/on-call coverage as needed, (outside of regular shift) to support the operations of the Safehouse.
- Provide training, instruction, guidance and support to other staff, volunteers, and interns.
- Understand department objectives and how they relate to the goals of the agency.



RECORD KEEPING

- Document each client contact per department policy.
- Maintain client records in a timely and accurate manner.
- Communicate and follow up on necessary information.

CULTURAL INCLUSIVITY

- Deliver programs and services in a manner that is respectful and sensitive to the client's cultural experience.
- 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 plus 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.
- Prevent, identify, and remove discriminatory barriers in service provision.
- Use organizational change processes to support culturally informed organizational policies & procedures.

OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Attend staff, other relevant meetings, training, and in-services as assigned.
- Other duties and projects as requested by supervisor or Chief Executive Officer (CEO).

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, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associates Degree in Social Work, Human Services, or equivalent. Relevant combinations of education and experience may be considered.
- Bachelor's Degree in Social Work, Human Services, or equivalent preferred.
- Experience with victims and/or similar populations preferred.
- Available to work evenings and weekends.
- Displays a positive attitude, works well with others, and accepts direction well.
- Experience working with children in a group setting.
- Excellent organizational, communication (verbal and written), problem solving, listening and interpersonal skills.
- Attention to detail.
- Ability to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Ability to empathize, encourage and guide Safehouse clients.
- Ability to lift 50lbs, intermittently.



- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Valid driver's license and car insurance.
- Must be willing to complete and able to pass background and child abuse and neglect history checks.
- Ability to read, write and speak English.
- Fluency in Spanish and/or ASL preferred.

TESSA is an equal opportunity employer.