



Safe place. Safe families. Safe future.

TESSA JOB DESCRIPTION

JOB TITLE:	Confidential Victim Advocate – Front Desk
REPORT TO:	Advocacy Manager
TIME REQUIREMENT:	40 Hours/Week, Full-Time, Non-Exempt
RATE OF PAY:	\$17.33 per hour

SYNOPSIS: The Front Desk Advocate is responsible for providing trauma-informed advocacy and support to victims of intimate partner violence, sexual assault, stalking, and human trafficking, including both adults and children. This role involves offering crisis intervention, safety planning, emotional support, education, and appropriate referrals to community resources.

In addition to direct client advocacy, the Front Desk Advocate will manage front office operations, including greeting and checking in clients, handling administrative tasks, answering phone calls and maintaining a welcoming and supportive environment for all who enter the Main Office. This individual serves as a critical first point of contact, ensuring compassionate, confidential, and professional service to all clients and visitors.

RESPONSIBILITIES:

CONFIDENTIAL ADVOCACY

- Provide direct support to TESSA clients throughout TESSA programs and locations as needed, which may include, but is not limited to, assisting with walk in clients and providing office hours support when Main Office is operating remotely.
- Provides advocacy to clients on all TESSA platforms available to clients as needed, which may include, but is not limited to walk-in services, Safeline coverage, Resource Connect online chats, and services via your direct line.
- Disseminate client requests from all platforms to the adequate team/advocate.
- Treat clients with respect, dignity, and empathy utilizing Trauma Informed Care best practices.
- Maintain confidentiality as directed by the client or by TESSA's mandatory reporting obligations.
- Conduct initial intake procedures for walk-in clients and connect them with appropriate staff or services.
- Monitor the lobby to ensure a safe, welcoming, and supportive environment
- Answer main business line phone calls.
- Work cooperatively with other agencies and individuals (e.g., Colorado Springs Police Department and El Paso County Sheriff's Office Advocates, District Attorney's Advocates, Department of Human Services staff, and Safe Passage) who come in the Main Office.
- Provide crisis line services including crisis intervention, advocacy support, safety planning, and resource referrals when necessary to support Main Office Advocates
- Develop and demonstrate knowledge and expertise regarding intimate partner violence and sexual assault, stalking, and human trafficking.
- 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.



Safe place. Safe families. Safe future.

- Identify gaps in the systems in which the client navigates and address those gaps appropriately.
- Represent TESSA to external partners in a positive, productive manner.

RECORD KEEPING

- Provide statistical information and reports on all assigned cases.
- Maintain accurate documentation on every contact with the client.
- Maintain survivor records in a timely and accurate manner.
- Maintain client files and ensure that all appropriate documentation is represented in each file.

CULTURAL INCLUSIVITY

- Prevent, identify, and remove discriminatory barriers in services provided.
- Recognize that we all hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with others.
- 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, staff, 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.
- Attend program, department, and agency staff and other relevant meetings and training 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 represent the knowledge, skill, and ability required for this position. Reasonable accommodation can be made to enable individuals with disabilities to perform these essential functions.

- Preferred Associates Degree in social work, psychology, criminal justice, behavioral science or related field, and/or two years relevant experience; experience working with victims of domestic violence or sexual assault.



Safe place. Safe families. Safe future.

- Must be willing to complete and able to pass background and child abuse and neglect history checks.
- Excellent organization, communication (verbal and written), problem solving, listening, and interpersonal skills.
- Able to pay attention to detail while being able to see the big picture.
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Ability to empathize, encourage, and guide.
- Self-starter; comfortable working autonomously and in teams.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Able to navigate the phone and intercom system.
- 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 with reliable transportation.
- Able to read, write, and speak English, Spanish preferred.
- Ability to work in the United States
- Access to phone/computer/internet for remote work when Main Office is closed.

TESSA is an equal opportunity employer.