



TESSA JOB DESCRIPTION

JOB TITLE:	Daytime Safeline Advocate
REPORT TO:	Safehouse Manager
TIME REQUIREMENT:	40 hrs/wk, Full-time, Non-exempt
PAY RATE:	\$17.33/hr

SYNOPSIS: The primary function of the Safeline Advocate is to provide hotline services including crisis intervention, information, referrals, and support. The Safeline Advocate will also potentially provide advocacy and residential supportive services to residents of TESSA's Safehouse.

RESPONSIBILITIES

- Provide callers with information and referral and provide callers who are survivors of domestic and sexual violence or human trafficking with crisis intervention, safety planning, and direct connection to resources.
- Work with community providers and other entities to support victims.
- Provide comprehensive support including securing assistance with translation as needed.
- Keep up to date information about community resources to provide immediate and effective referrals.
- Document each caller/client contact per TESSA policy.
- Maintain client records in a timely and accurate manner.
- Communicate and follow up on necessary information.
- Treat callers with respect, dignity, and empathy.
- Deliver programs and services in a manner that is respectful and sensitive to the client's cultural experience.
- Keep all information confidential as directed by the client.
- Continually develop knowledge and expertise regarding domestic violence and sexual assault.
- Provide education and information to the client to support informed choices.
- Develop multicultural services, programming, and outreach as appropriate.
- Understand department objectives and how they relate to the goals of the agency.
- Prevent, identify, and remove discriminatory barriers in services provided.
- Provide transportation 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.
- Work cooperatively with other agencies and individuals (e.g., Colorado Springs Police Department Advocates, El Paso Sheriff's Office Advocates, District Attorney's Advocates, TESSA/ Department of Human Services representatives) involved with the client to assure comprehensive service delivery to the client/children.
- Provide training, instruction, guidance and support to other staff, volunteers, and interns.

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 & procedures.

OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy.
- Keep updated on professional development.
- Attend staff and other relevant meetings, trainings, and in-services as assigned.
- Other duties and projects as requested by manager, Program Director 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.

- A degree in social work, counseling or equivalent preferred. Relevant combinations of education and experience may be considered.
- Experience with domestic violence, sexual assault and/or other human service issues preferred.
- Experience with call line preferred.
- Available to work weekdays, weekends, and evenings (flexible).
- Excellent organizational, communication (verbal and written), problem solving, listening and interpersonal skills.
- Ability to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Able to independently use a computer for word documents, spreadsheets, email, online research, social media, and data entry.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50lbs, intermittently.
- Displays a positive attitude, works well with others, and accepts direction well.
- Valid driver's license and car insurance.
- Must be willing to complete background checks.
- Ability to read, write and speak English.
- Fluency in Spanish and/or ASL preferred.

TESSA is an equal opportunity employer.