# TESSA JOB DESCRIPTION

**JOB TITLE: ADVOCACY Manager**

**REPORT TO:**  Executive Director

**TIME REQUIREMENT:** 40 hours a week

**SYNOPSIS:** The person in this position is responsible for providing advocacy to Domestic Violence/Sexual Assault (DVSA) clients. This person will also be responsible for hiring, training, and supervising all of the advocates in the main office, both paid and volunteer.

**RESPONSIBILITIES:**

CLIENT SERVICES

* Serve as point person for day-to-day advocacy operations and issues.
* Provide supervision, training, instruction, guidance and support to volunteers and interns of the Advocacy Department and SEPT program
* Assists in developing and implementing new Advocacy procedures.
* Monitors assigned caseload of staff with a minimum of supervision.
* Schedules and coordinates the court support program.
* Coordinates staffing and tracking of advocacy department.
* Coordinates and schedules the on-call program.
* Assists in developing and maintaining relationships with other shelters and community service agencies.
* Provide crisis intervention, information, referrals, safety planning, and support in person and on the phone.
* Treat clients with respect, dignity, and empathy.
* Provide assistance with the protective order process.
* Provide education and information to the client to support informed choices.
* Keep all client information confidential as directed by the client.
* Attend court hearings, as assigned, to conduct victim outreach.
* Provide court support.
* Provide follow up with clients as well as ongoing case management, for both residential and non-residential programming.
* Work cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery to the client and children.
* Develop knowledge and expertise regarding domestic violence and sexual assault.
* Provide 24 hour on-call services to victims of sexual assault at Memorial Hospital.
* Provide outreach to local hospitals for victims of domestic violence, as requested.
* Deliver programs and services in a manner that is respectful and sensitive to the clients’ cultural experience.
* Conducts community education presentations, training, and outreach.
* 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.

## TRAINING AND COMMUNITY OUTREACH

* Prepares and delivers presentations regarding domestic violence and sexual assault to community groups.
* Trains internal staff and volunteers as well as community partners on the impact of family violence and sexual assault.
* Develops multicultural services, programming, and outreach as appropriate.
* Serves on community committees and attends meetings as needed.

## RECORD KEEPING

* Completes documentation of initial client meeting, e.g. Intake and Contact Summary notes, and any additional documentation associated with client contacts per department protocol.
* Maintains client records in a timely and accurate manner.
* Communicates and follows up on necessary information.
* Assists in collecting and entering client statistics for program management and grant reporting, as well as completing grant reports for the department.

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

* Adheres to work schedule and is available to provide fill-in coverage.
* Available to assist other staff members or volunteers in problem-solving situations.
* Commit to TESSA’s organizational mission, vision, and operating philosophy.
* Attend staff, other relevant meetings, trainings, and in-services as assigned
* Other duties and projects as requested by supervisor

**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
* Knowledge of domestic violence and sexual assault issues and experience working with victims and law enforcement preferred
* Equivalent combination of education and/or experience may be considered
* Strong peer to peer conflict management
* Excellent organizational, communication (verbal and written), problem solving, listening and inter-personal skills
* Management experienced preferred
* Attention to detail
* Ability to work well under stressful circumstances
* Ability to empathize, encourage and guide
* Available to work evenings or weekends when necessary and on call
* Knowledgeable and proficient computer skills
* 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

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