



**TESSA JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Confidential Victim Advocate – Memorial Hospital</b>
<b>REPORT TO:</b>	Director of Law & Advocacy
<b>TIME REQUIREMENT:</b>	40Hours/Week (Non-Exempt)

**SYNOPSIS:** The Advocate in this position will focus primarily on providing Advocacy Program development and support at Memorial Hospital Central including providing oversight and training to TESSA advocates at the hospital, collaborating with the forensic nurse manager and team, hospital social workers, and other community partners such as law enforcement at hospital call outs. The person in this position is responsible for providing advocacy to domestic and sexual violence clients at the hospital and may be required to provide advocacy services at the main office as well.

**RESPONSIBILITIES:**

Hospital Collaboration and Client Services

- Work closely with the forensic nurse team, social workers and community partners at Memorial Hospital to provide quality advocacy to survivors of Domestic Violence/Sexual Assault (DVSA).
- Develop relationships with hospital personnel and develop TESSA procedures for the hospital advocacy program.
- Work with Law + Advocacy Program Director and TESSA leadership to develop quality and quantity benchmarks in order to identify gaps in service.
- Attend hospital meetings as requested.
- Provide crisis intervention, information, referrals, safety planning, and support to hospital clients to include being present for forensic nurse examination at the client’s request.
- Provide education and information to the client to support informed choices.
- Keep all survivor information confidential as directed by the client.
- Treat clients with respect, dignity, and empathy.
- Provide oversight and direction to volunteers and interns at the hospital in accordance with the organization's policies and procedures.
- Work cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery to the survivor and children.
- Develop ongoing knowledge and expertise regarding domestic and sexual abuse.
- Ensure 24-hour on-call services to survivors of sexual assault or domestic violence at Memorial Hospital
- Deliver programs and services in a manner that is respectful and sensitive to client’s cultural experience.
- Identify gaps in the systems in which the client navigates and address those gaps appropriately.



- Provide training, instruction, guidance and support to volunteers and interns of the Advocacy Department, including working with advocates at the Main Office as needed.
- Conduct community education presentations, training, and outreach.
- Provide expert testimony as requested and appropriate.
- Understand department objectives and how they relate to the goals of the agency.
- Provide support to other departments, when needed.

#### Record Keeping

- Complete documentation of initial client meeting, per department protocol.
- Maintain and update client records in a timely and accurate manner.
- Assist in collecting and entering client statistics for program management and grant reporting.

#### Cultural Inclusivity

- 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.

#### Other

- Commit to TESSA's organizational mission, vision, and operating philosophy.
- Attend staff, other relevant meetings, trainings, and inservices as assigned
- Other duties and projects as requested by supervisor or Executive Director.

### **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 preferred.
- One year relevant experience.
- Knowledge of domestic violence and sexual assault issues and experience working with victims and systems preferred.
- Equivalent combination of education and/or experience may be considered.
- Knowledge of domestic violence and sexual assault issues and experience working with victims and the legal system, preferred.
- Experience in a team-oriented workplace.



- Excellent organizational, communication (verbal and written), problem solving, listening and inter-personal skills.
- Excellent attention to detail.
- 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.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50lbs, intermittently.
- 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.

**To apply for this position please visit the employment page  
on TESSA's Website: [www.TESSAcs.org/about-tessa/employment](http://www.TESSAcs.org/about-tessa/employment)**

**TESSA is an equal opportunity employer.  
This position open until filled.**