

Residential Advocate

Organization

The mission of Restore Corps is to eradicate human trafficking by empowering survivors, equipping communities & seeking justice through systemic change.

We are a Christian, faith-based organization with a focus on professional excellence.

Position

Reporting to the Director of Survivor Services, the Resident Advocate will provide services to victims of human trafficking in West Tennessee utilizing Restore Corps in-house services, contracts, community service providers and other collaborations. An Resident Advocate candidate must possess strong organizational and group leadership abilities, have work experience in the areas of human services preferably in the areas of domestic violence and/or sexual assault services. She must demonstrate stability in personal presentation and professional relationships. This position requires, at a minimum, a high school diploma or equivalency and possess the ability to successfully complete required domestic violence/sexual assault required training. This position will work in tandem with other staff on the Direct Services Team (DST) of Restore Corps and Blossom House.

Key Responsibilities:

- Provide safe house services, information and support in a manner that supports empowerment and respecting participant's right to choose
- Assist the daily living needs of shelter residents
- Manage residents' adherence to program guidelines and responsibilities
- Ensure availability towards Blossom House support for 24 hours a day, 7 days a week, 365 days a year safe house operation
- Assist in Blossom House orientation and disclosure of expectations
- Follow systems to communicate regarding the inventory of household supplies
- Monitoring and manage basic house needs (food, toiletries, etc.); Ensuring rotation of food/household supplies occur on a regular basis
- Comply with agency policy and procedures, maintain all required documentation, including reporting for grants, in a professional and timely manner.
- Maintain order in the homes as much as possible and using appropriate de-escalation techniques
- Assist in welcoming new residents and coordinating with Direct Service Teams to make sure new and current residents are welcomed and served appropriately
- Attend house meetings weekly with staff and survivors.
- Manage interpersonal conflict and create solutions with clients using a strengths-based approach.
- Provide crisis assistance/intervention, support and advocacy.
- Document individual activity in compliance with agency, funding sources guidelines and procedures.
- Maintain house logs including; telephone, night, safety, evacuation and fire drill activities.
- Communicate, confer with and coordinate care for clients with other direct services team members
- Participate in on-call rotation, as well as PRN shifts, for after hours and weekend emergencies
- Ensure day-to-day operations occur in compliance with the agency's health and safety procedures
- Utilize personal and/or agency vehicle to safely transport consumers to service related activities/facilities/events
- Maintain professional collaborative relationships within and outside of the agency

Posted: January 20, 2019

- Maintain the strictest level of survivor information confidentiality in compliance with state and federal consumer confidentiality legal guidelines
- Complete all trainings as required by agency, funding/accreditation source standards
- Perform other agency-related duties or special projects, as directed by supervisor. Duties may change according to organizational needs.
- Perform additional tasks as prescribed by the Executive Director or Director of Survivor Services
- Keep personal certifications/training profile up-to-date

The work of aftercare is diverse and complex, including a broad range of activities and frequently changing conditions, situations and problems. The Residential Manager must be able to analyze problems and make prudent decisions while interpreting a variety of factors, problems and alternative methods and procedures, and know when to bring in counsel from their supervisor. The Residential Manager must be willing and able to work in a trauma-informed, strengths based culture and to make good contextualized decisions at a moment's notice.

Working Conditions

Work is carried out both in the field, in an office and home setting with intermittent sitting, standing, walking and some light physical activity or out in the field. Most work is performed while sitting and using the computer, phone and engaged in face-to-face conversation with staff and/or clients. Regular car travel required (must operate both personal and staff vehicle).

Education, Experience and Skills:

- Minimum high school diploma or equivalent; Bachelors or Associates degree preferred
- Understanding of trauma-informed care.
- Demonstrated ability to understand and implement best practices around services for at-risk individuals and families.
- Demonstrated ability to deescalate volatile situations.
- Moderate level computer skills, including word processing and spreadsheets.
- People-oriented with demonstrated ability to build rapport and gain trust with diverse populations
- Strong ability to work independently and as part of a team
- Ability and willingness to work irregular hours when needs dictate.
- Ability to work effectively under pressure.
- Excellent organizational and communication skills, both written and oral, and prompt response to messages.
- Able to maintain confidentiality, as required by law and in the best interests of survivors, staff and the agency.
- Fast learner, quick mind, capacity for hard work, teachable and flexible.
- Valid driver's license, state-required driver's insurance and access to reliable personal transportation.
- Spanish fluency a plus
- Experience in case and/or residential management or equivalent position with experience working with trauma, substance abuse, sexual exploitation, victim assistance, child protective services, youth in foster care or human trafficking populations
- A working knowledge of mainstream resources

Additional Requirements and Information

The ideal applicant must be willing and able to embrace and exemplify our [Corps Values](#), as well as, our [Statement of Faith](#).



Posted: January 20, 2019

Initial and subsequent random drug screening is required as per agency policy.

Background check will be required.

There are open positions for full-time and part-time. Positions to include evening, weekend and holiday hours as needed for 24-hour, 365 day staff coverage for services to human trafficking survivors throughout West Tennessee.

Full-time salary starts at \$35K a year, commensurate with experience. Will include mileage reimbursement, paid time off, offer for health insurance coverage, & 401K match after 1 year.
Part-time positions pay is \$15/hour and employees will work less than 29 hours/week.

Contact Information and Procedure: No phone calls accepted for this position. Posting will close February 29th, 2019 or when position is filled.

Please submit a cover letter and resume to careers@restorecorps.org with the position title in the subject line of the email.