



Residential Advocate (RA)

Organization

The mission of Restore Corps is to eradicate human trafficking by empowering survivors, equipping communities & seeking justice through systemic change. We are a gospel motivated organization with a focus on professional excellence. Restore Corps works to equip our community to end human trafficking while providing survivors with comprehensive, trauma-responsive aftercare services, including case management, safe shelter, food and clothing, transportation, therapeutic services, and more. Every team member of Restore Corps is expected to own all three pillars of the organizational mission. Based in Memphis, Restore Corps serves 21 counties of West Tennessee, serving as the regional point of contact Tennessee Counter-Trafficking Alliance (TCTA) partner for the West Tennessee region.

Position

Reporting to the Residential Care Manager, the Residential Advocate (RA) will primarily work at Blossom House and other Restore Corps' residential services. Blossom House is a 12 month, long term residential program for victims of trafficking over the age of eighteen. Survivors receive supportive services from Restore Corps including: case management, trauma therapy, coordination of services, soft skills job training, and more.

The Residential 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; candidates with experience working in residential treatment settings are preferred. The candidate 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 Survivor Services Team of Restore Corps and Blossom House.

The work of aftercare is diverse and complex, including a broad range of activities and frequently changing conditions, situations and problems. The RA 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 RA position will include evening, weekend and holiday hours as needed for 24-hour, 365 day staff coverage for services to human trafficking survivors. The Residential Advocate (RA) must be willing and able to work in a trauma-informed, strengths-based culture and to make good contextualized decisions.

Empower Survivors - RA Key Responsibilities

Housing Support

- Provide consistency in the deliverance of safe house services, information and support in a manner that complies with the agency's health and safety procedures & supports empowerment and respecting participant's right to choose
- Provide crisis assistance/intervention, support and advocacy.
- Provide support towards residents' adherence to Blossom House guidelines and participant responsibilities

- Assist the Residential Manager in the maintenance of house logs including; telephone, night, safety, evacuation, fire drill activities and other house operations
- Follow systems of stewardship created by the Residential Manager for grant compliance and resource management to include maintaining purchasing logs, submitting receipts, maintaining mileage log on company vehicle, and more
- Ensure all residents receive and review handbooks and are fully informed and aware of health and safety requirements and guidelines for communal living.
- Operate through a sense of ownership and responsibility for the overall functioning of the houses
- Clearly communicate timely and efficiently regarding operational and program needs of the house
- Utilize personal and/or agency vehicle to safely transport clients to service related activities
- Maintain the strictest level of confidentiality regarding location of Blossom Houses

Case Management Support

- Support one another and the Survivor Care Coordinator in the implementation of client's individual care plan with a trauma-informed, strengths-based approach
- Document individual activity in compliance with agency, funding sources guidelines and procedures.
- In compliance with state and federal consumer confidentiality legal guidelines, maintain the strictest level of survivor information confidentiality.

Equip Communities - RA Key Responsibilities

- Maintain professional collaborative relationships within and outside of the agency
- Attend all meetings and trainings as required by agency, & funding/accreditation source standards
- Identify and convey to the Residential Manager potential collaborative relationships with other organizations and individuals, as needed, for assistance towards overall Blossom House needs
- Build rapport and trust with a diverse population including clients, staff members, volunteers and donors. Great people skills are vital for this role
- Attend, as directed, community or related events to learn about other victim serving organizations, network for key relationships, and build awareness about Restore Corps' services and mission
- Serve as a Restore Corps representative to share expertise at professional and community trainings and other events
- Attend community events with Executive Director and Director of Survivor Services (and other team members), as directed, through orientation and ongoing cross-training

Change Systems - RA Key Responsibilities

- Team with the Corps Team in order to offer educational groups to high risk communities to identify victims of human trafficking and/or groups for engaged survivors being served by the DST
- Participate in Lives Worth Saving or the TDOC project, as directed by your supervisor
- Identify service gaps during service provision, providing insight to Director of Survivor Services and Executive Director to inform potential legislation or systems change
- Provide support to law enforcement operations or other system change opportunities, as directed.

Additional Responsibilities

- Perform additional tasks as prescribed by the Executive Director or Director of Survivor Services
- Keep personal certifications/training profile up-to-date
- Perform other agency-related duties or special projects, as directed by supervisor or Executive Director. Duties may change according to organizational needs
- Ability and willingness to work irregular hours when organizational needs dictate. Rotating on-call hours on nights and weekends are part of this position

Working Conditions

Work is carried out in a combination of an office and residential safe house setting with intermittent sitting, standing, walking and some light physical activity, as well as transporting clients for appointments throughout the service region. Most work is performed while sitting and using the computer, phone and engaged in face-to-face conversation with staff and/or clients. Additionally, the RA will be expected to team, as needed, with the Survivor Services team to client needs throughout the 21 counties of West Tennessee. Car travel required (must operate both personal and staff vehicles).

Education, Experience and Skills:

- HS diploma or equivalent, Bachelor's degree preferred
- Experience in residential care settings or similar position with experience working with trauma, substance abuse, sexual exploitation, victim assistance, child protective services, youth in foster care or human trafficking populations.
- Demonstrated ability to understand and implement best practices around services for at-risk individuals and families.
- Proficient utilization of computer and related technology
- Spanish fluency is a strong plus.
- People-oriented with demonstrated ability to build rapport and gain trust with diverse populations
- Teachability is key: Learning from each other and our clients.
- 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.
- Valid driver's license, state-required driver's insurance and access to reliable personal transportation; ability to travel throughout West Tennessee

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](#).

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

Background check will be required.

Part-time Residential Advocates are paid \$15/hour, and time & a half when working at Blossom House on holidays.

Full-time Residential Advocates start at \$36,000. Will include mileage reimbursement, paid time off, offer for health insurance coverage, & 401K match after 1 year.

Contact Information and Procedure: No phone calls accepted for this position.

Please submit a cover letter, resume, with the name and contact email for three references to careers@restorecorps.org with "Residential Advocate" in the subject line. Resumes will be received on a rolling basis until position is filled.