



Part Time Resident Support Staff End Slavery Tennessee (ESTN)

AGENCY DESCRIPTION:

End Slavery Tennessee (ESTN) was founded as a mission driven, not-for-profit organization to educate communities on the scourge of human trafficking and utilize evidence-based practices and a trauma responsive approach to heal human trafficking survivors. We hire and appoint persons who are committed to promote healing of human trafficking survivors in an environment of spirituality to restore hope and a lifetime of community. We are an agency focused on professional excellence and the work environment will be centered around an inclusive team - all working towards the mission, vision and values of the organization.

REPORTS TO: Resident Manager and Resident Coordinator(s)

JOB SUMMARY: The Resident Support Staff will provide services to survivors of human trafficking in Middle Tennessee utilizing End Slavery Tennessee in-house services, contacts, community service providers and other collaborations.

***** Due to the sensitivities of our clientele, this position is open to women only. *****

KEY RESPONSIBILITIES:

- Monitoring the houses for issues that may arise and provide the first level of supervision and support for the homes.
- Oversee completion of chores. Completing chore checks each night to ensure the house is being kept clean.
- Calling and informing on-call staff when there may be a possible issue (when someone comes in late, when someone appears to be in the influence, when there is an emergency situation, etc.)
- Maintaining order in the homes as much as possible and using appropriate de-escalation techniques. Resident support staff will be responsible for alerting on-call staff when an issue begins to escalate.
- Helping assist in welcoming new residents and coordinating with Intervention Coordinator and Survivor Care Coordinators to make sure new residents are welcomed appropriately.
- Monitoring basic house needs (food, toiletries, etc.).
- Complying with agency policy and procedures, maintaining all required documentation, including reporting for grants, in a professional and timely manner.
- Communicating, conferring with, and coordinating care for clients with other direct services team members.
- Carry out duties assigned by the Resident Manager, Resident Coordinator and/or the CEO and COO.

The work of aftercare is diverse and complex, including a broad range of activities and frequently changing conditions, situations, and problems. The Resident support staff 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 Resident support staff 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.

ESSENTIAL FUNCTIONS:

- Establish strong, appropriate, and caring working relationships with victims of human trafficking in the safe house environment. Clients may include both minors and adults.
- Develop and maintain excellent working relationships with other organizations as needed, for case coordination and response.
- Coordinate closely with the Resident Manager and other staff members to carry out the mission and in development of an ever-improving system of care for the survivors we serve.
- Maintain up-to-date documentation on clients and services for grant reporting and research purposes.

ADDITIONAL RESPONSIBILITIES:

- Attend staff meetings and meetings in the community, as deemed appropriate and useful.
- Maybe called upon to represent the organization and share expertise at professional and community training and other events.
- Perform other agency-related duties or special projects, as directed by supervisor. Duties may change according to organizational needs.
- Provide transportation for safe house residents.

WORK ENVIRONMENT:

Work is carried out primarily in a home environment with intermittent sitting, standing, walking and some light physical activity or being in the office. Most work is performed through direct interaction with clients and using the computer, phone and engaged in communication with on-call staff. Some car travel required as needed (must be able operate both personal and staff vehicle).

RELATIONSHIPS AND CONTACTS:

- Director, staff, and volunteers
- Community service providers, governmental and non-governmental.
- Referred clientele.

EDUCATION, EXPERIENCE, AND SKILLS:

- Familiarity with trauma-informed care.
- Ability and willingness to work irregular hours.



- Able to maintain confidentiality, as required by law and in the best interests of survivors, staff and the agency.
- 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.
- Ability to work effectively under pressure.
- Understanding and implementing best practices with services for at-risk individuals and families.
- Previous experience deescalating volatile situations.
- People-oriented with demonstrated ability to build rapport and gain trust with diverse populations.
- Proficient level computer skills, including word processing and spreadsheets.
- Excellent organizational and communication skills, both written and oral, and prompt response to messages of any type.
- Fast learner, quick mind, capacity for hard work, teachable and flexible.
- A working knowledge of mainstream resources.
- High school diploma or equivalent required.
- Valid driver license, state-required driver insurance, and access to reliable personal transportation.

ADDITIONAL REQUIREMENTS:

1. Initial and subsequent random drug screening is required as per agency policy.
2. A background check is required.
3. Must be willing and able to embrace and exemplify our [core values](#).
4. Additional training modules/meetings may be required at agency's discretion.

JOB TYPE & SCHEDULES/SHIFTS:

Part-time (Some additional flexibility in scheduling may be required.)

Some holidays may be required.

- Sunday-Thursday: 7am-3:30pm (Sunday only)
3pm-11:30pm
11pm-8:30am
- Friday: 3pm-11:30pm
11pm-7:30am
- Saturday: 7am-3:30pm
3pm-11:30pm
11pm-7:30am

SALARY:

- \$15.00/Hourly
- Position is not benefits-eligible.

HOW TO APPLY: To apply for this job, please submit a cover letter and resume to jobs@endslaverytn.org with your name and title of position you are applying for in the



subject line. No phone calls accepted for this position. Due to the high volume of applications, we will only be able to respond to applicants moving forward in the process.

Website: <https://www.endslaverytn.org>

Fax: (615) 806-6994

PO Box 160069 Nashville, TN 37216-0069

End Slavery Tennessee recruits, employs, trains, compensates and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.