

# Survivor Care Coordinator

Ancora<sup>TN</sup> (formerly End Slavery Tennessee)



**Ancora<sup>TN</sup>**

## **AGENCY DESCRIPTION:**

Ancora<sup>TN</sup> (ATN), formerly End Slavery Tennessee, works tirelessly to nurture survivor healing and strategically combat human trafficking in Middle Tennessee. We seek to break cycles of exploitation and support survivors of human trafficking as they heal from their traumas—offering long-term, comprehensive aftercare services. Through training communities and professionals, advocating for legal changes, and implementing prevention programming, Ancora<sup>TN</sup> works to stop human trafficking before it ever begins.

Ancora<sup>TN</sup> was founded in 2012 as a faith-based, not-for-profit organization for the purpose of community awareness and education. We strive to create an environment of faith and spirituality to restore hope and a lifetime of community. We are an agency committed to trauma-informed principles and seek to promote an environment focused around a diverse and inclusive team - all working towards the mission and vision of the organization.

## **REPORTS TO: Director of Programs**

## **POSITION SUMMARY:**

The Survivor Care Coordinator will provide services to victims of human trafficking in Middle Tennessee utilizing AncoraTN in-house services, contracts, community service providers and other collaborations.

## **KEY RESPONSIBILITIES:**

- Establish strong, appropriate, and caring working relationships with victims of human trafficking assigned to caseload. Clients will include both minors and adults.
- 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 Care Coordinator Supervisor and/or Director of Survivor Care.
- Develop and maintain excellent working relationships with other organizations as needed, for case coordination and response.
- Build rapport and trust with a diverse population including clients, staff members, volunteers, and donors.
- Maintain up-to-date documentation on clients and services for grant reporting and research purposes.
- Transport survivors of human trafficking in personal vehicle.



The work of aftercare is diverse and complex, including a broad range of activities and frequently changing conditions, situations, and problems. The Survivor Care Coordinator (SCC) 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 SCC must be willing and able to work in a trauma-informed, strengths-based culture and to make good, contextualized decisions.

All positions at Ancora™ interact with survivors of human trafficking from day to day. This issue is sensitive and complex. Every employee is trained in trauma-informed and strength-based approaches in order to connect with and build appropriate and encouraging relationships with survivors. We strive to create a completely judgement free work environment. Empathy, compassion, and the ability to deal with difficult situations is a must for anyone who works at Ancora™.

#### **ADDITIONAL RESPONSIBILITIES:**

- Attend meetings in the community, as deemed appropriate and useful.
- May be 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.
- Work well with law enforcement and other referring community partners.

#### **WORK ENVIRONMENT:**

Work is carried out primarily in an office 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:**

- BSW; MSW preferred;
- Demonstrated ability to understand and implement best practices around services for at-risk individuals and families;
- Computer skills, including word processing and spreadsheets;
- Experience in case 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 community mainstream resources;
- People-oriented with demonstrated ability to build rapport and gain trust with diverse populations;
- Ability and willingness to work irregular hours when survivor 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 Tennessee driver's license, state-required driver's insurance and access to reliable personal transportation; ability to travel throughout Middle Tennessee;

- **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](#).

**JOB TYPE:**

25 hours per week (willing to work some evenings as needed). Some travel may be required.

**SALARY AND BENEFITS:**

- \$23-\$25/hour based on education and experience.
- This position is not eligible for benefits.

**HOW TO APPLY:** To apply for this job, please submit a cover letter and resume to [jobs@ancoratn.org](mailto:jobs@ancoratn.org) with your name and title of position you are applying for in the subject line. No phone calls accepted for this position. **No phone calls accepted for this position.**

\*\*Ancora™ 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.\*\*