

Resident Support Staff

Ancora^{TN} (formerly End Slavery Tennessee)



Ancora^{TN}

AGENCY DESCRIPTION:

Ancora^{TN} (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 educating communities and professionals, advocating for legal changes, and implementing prevention programming, Ancora^{TN} works to stop human trafficking before it ever begins.

Ancora^{TN} 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: Resident Manager and Resident Coordinator(s)

POSITION SUMMARY: The Resident support staff will provide services to survivors of human trafficking in Middle Tennessee utilizing AncoraTN in-house services, contacts, community service providers and other collaborations.

***** Due to the sensitivities of our residents, 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 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 residents with other direct services team members.
- Carry out duties assigned by the Resident Manager, Resident Coordinator and/or the Director of Survivor Care

ESSENTIAL FUNCTIONS:

- Establish strong, appropriate, and caring working relationships with victims of human trafficking in a restorative housing environment.
- 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 residents and services for grant reporting and research purposes.

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 staff meetings and meetings as deemed appropriate and useful.
- Perform other agency-related duties or special projects, as directed by supervisor. Duties may change according to organizational needs.
- Provide transportation for residents as needed.

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 residents 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).

EDUCATION, EXPERIENCE, AND SKILLS:

- Ability and willingness to work irregular hours.
- Familiarity with trauma-informed care
- Able to maintain confidentiality, as required by law and in the best interests of survivors, staff and the agency.
- 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.
- Fast learner, quick mind, capacity for hard work, teachable and flexible.
- 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](#).

JOB TYPE: Shifts are 8 hours.

- First Shift: shifts available Saturday & Sunday 7am-3pm
- Second Shift: shifts available everyday 3pm-11pm
- Third Shift: shifts available everyday 11pm-7am

• **SALARY AND BENEFITS:**

- \$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@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.