

## Family Advocate

Department: Client Services

Status: Nonexempt / Full Time

Salary Range: \$32,000-45,000

Reports to: Program Director

Supervisory Responsibilities: None

Position Information: The Family Advocate is one who supports or promotes the interests of a client and his or her non-offending family members. This is done by assisting all families in accessing needed services: immediate crisis intervention, applications for Crime Victim Compensation, long term counseling outside the CAC, medical care, emergency financial assistance, and other resources to resolve issues related to victimization, including reduction of barriers to those services.

### Essential Duties and Responsibilities

- **Client Support:** Makes immediate, face-to-face contact (where possible) with child, non-offending parent/caregiver, and family to provide support and information during and following a child's Forensic Interview at the CAC, attending pre and post interview meetings with the interview team and observing interviews as needed. When immediate face-to-face contact is not possible, contact is made as soon as possible either by telephone or by letter. Works to minimize trauma to the child, non-offending caregiver(s), and family.
- **Trauma Assessments:** Use clinical skills to provide trauma assessments for clients.
- **Police Reports:** Follows up on all police reports received from local Law Enforcement jurisdictions, including referrals for internal services or community resources.
- **Information and Referral:** Provides initial information and referral for needed services such as crisis counseling, long-term counseling, support groups, medical care, emergency financial assistance, Crime Victim Compensation, and other resources to resolve issues related to victimization.
- **Court Support:** Tracks court cases for clients, meets with caregivers prior to court to answer questions, organizes and provides court tours, and serves as support person to caregivers during the court process.
- **Caregiver Groups:** Works with counseling staff to hold caregiver groups as needed.
- **Community Resources:** Maintains a working knowledge of community resources, locating new resources as requested by the MDT and when possible. Connects clients and non-offending family members to needed resources, both internally and in the community.
- **Follow-up Services:** Assists families in obtaining follow-up services such as counseling, medical appointment, court support, or court accompaniment. This includes working with Partner staff (inside building or in courts/YWCA), CAC staff, and outside resources as needed.

### Educational Requirements and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's degree in a Human Services-related field.
- Valid driver's license and reliable automobile or other reliable transportation.
- Minimum two years' experience working with children and families from a variety of backgrounds, community resources, and the child welfare system.
- Prior experience providing trauma assessments preferred.
- Proficiency in internet and Microsoft Office platform.
- Ability to relate to children and adults of all ages, races, ethnicities, and socio-economic backgrounds; professionals across multiple disciplines; and individuals in crisis situations.

## Competencies

To perform this job successfully, an individual should demonstrate experience in and commitment to the following competencies, in addition to normal job responsibilities related to these competencies:

*Advocacy and Public Policy* - Recognize issues surrounding child sexual abuse and how awareness and prevention efforts enhance community awareness of child sexual abuse and encourage children and adults to report abuse.

*Communications* - Present self and agency professionally in oral or written communications, writing or speaking clearly and informatively with empathy and understanding; exchange information efficiently and effectively, listening and seeking needed clarification; contribute to the overall culture of the Center through healthy communication, respect, and commitment to the agency's mission, vision, and values.

*Financial Management and Social Entrepreneurship* - Assist with reporting for state and private grants, demonstrate understanding of agency budget and stewardship of resources.

*Fundraising and Resource Development* - Work alongside staff and volunteers to meet cash match requirements for state and private grants, participate in community tours of agency and represent department to community.

*Data Management* - Maintain confidentiality of client information and provide accurate and timely tracking of client demographics and Center services.

*Direct Service* - Possess awareness of direct services provided by agency to understand organizational mission and own role in it.

*Human Resources Management and Volunteerism* - Work alongside and act as resource for program volunteers.

*Leadership and Governance* - Recognize organizational values and represent them in everyday activities.

*Legal and Regulatory* - Understand confidentiality and mandated reporter requirements surrounding child welfare.

*Planning and Evaluation* - Assist in reporting data and evaluating programs, presenting accurate and timely information.

*Flexibility and Adaptability* - Possess skills in project and time management through detailed work in a fast-paced, ever-changing environment; establish and maintain cooperative and supportive working relationships with members of direct team, whether staff or volunteer, and the multidisciplinary team as a whole; and contribute to the overall culture of the Center through healthy communication, respect, and commitment to the agency's mission, vision, and values.

*Personal Care and Development* - Seek out and participate in professional development opportunities, both external and internal; commit to self and agency care.

*Building of Global Capacity* - Commit to intercultural development and seek to understand the unique needs of clients and donors of different backgrounds.

## Work Environment and Physical Requirements

- 40 hours per week worked at the Children's Advocacy Center. Generally worked Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. Some additional evenings and weekends may be required. Occasional driving for Center business.
- A trauma-rich environment with clients in crisis situations.
- Physical requirements include ability to sit for long periods of time in a typical office environment, light lifting of up to 25 pounds.