

Family Advocate

Supervisory Responsibilities: None

Position Information: This position supports or promotes the interests of a client and their non-offending family members by assisting all families in accessing needed services through internal or external referral, assistance in applying for Crime Victim Compensation, and access to resources to resolve issues related to victimization and reduction of barriers to service; is responsible for data maintenance and reporting; and provides mandated reporter training in the community.

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. Provide emotional support and/or suicide risk assessments for victims following the forensic interview. 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.
- **Risk Assessments:** Provides risk assessments and safety planning for clients.
- **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.
- **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.
- **Documentation and Reporting:** Serves as Project Director for state and federal grants. Maintains timely, accurate records; gathers statistical data; and completes needed reports for the Center.

Additional Duty for Family Advocate II:

- **Community Presentations:** Educates members of the community, both lay and professional, on the dynamics of mandated reporting.

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.
- Experience working with children and families from a variety of backgrounds, community resources, and the child welfare system.
- Demonstrated understanding of mandated reporter laws and prior experience training mandated reporters.
- 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.

Preferred Qualifications:

- Prior experience providing risk assessments and court support.
- Bi-lingual fluency in Spanish and English.