



Job Title: Advocate

Classification: Non-Exempt

Position Type: Full-time: In-person

Hours of Work: Regular operational hours
and occasional after-hours

Purpose: The Advocate provides unwavering support to clients and clients' non-offending family members, ensuring continuous access to essential services that have been impacted due to victimization. This position is committed to actively promoting the interests of clients and their families by reducing barriers to services and fostering access to a range of resources that contribute to the overall well-being and recovery of those affected by trauma.

Position Reports to: Family Services Supervisor

Essential Functions:

Information and Referral

- Answer telephone calls and manage calls related to child sexual abuse reports, counseling services, and problematic sexualized behaviors. Gather essential information and connect individuals to the appropriate direct services staff or community resources, ensuring timely and effective assistance.
- Demonstrate sensitivity to the unique needs and emotions, while greeting clients and caregivers, creating a supportive atmosphere when they call or enter the Center.
- Evaluate referrals for the suitability of Center services.
- Provide resources and facilitate access to essential resources by providing information and referrals to internal and external services that cater to the diverse needs of a client.
- Utilize knowledge of housing, protective orders, domestic violence intervention, food assistance, transportation services, public assistance programs, childcare, and civil legal services to guide clients in accessing appropriate resources to address needs related to abuse.
- Adhere to external service referral procedures and ensure compliance with Center policies.
- Provide information regarding the role of the Advocate to the client/caregiver.
- Utilize a Advocacy Checklist as a tool for quality assurance that all required services have been offered and/or delivered.

Assessment

- Assess child's individual needs and cultural considerations related to the Center's service delivery and collaborate with the multidisciplinary team (MDT) and other service providers to ensure comprehensive and culturally sensitive support.
- Determine the need for a risk assessment to evaluate the level of risk associated with the client's circumstances, when necessary.
- Perform other assessments as appropriate, providing interventions that are tailored to the unique needs and circumstances of the child and family.

- Take a proactive approach by developing individualized safety plans for clients, when necessary.
- Coordinate with the Clinical team to ensure a client-centered, trauma-informed approach to service delivery.

Forensic Services Support

- Meet with the non-offending caregiver during the child's Forensic Interview to provide support and information.
- Attend pre- and post- Interview meetings, actively participating in discussions and decision-making processes.
- Observe interviews, as necessary, to stay informed and contribute effectively to the case.

Outreach and Follow-Up

- Ensure that follow-up calls are made on a 30-day, 6-month, and 12-month interval to assess continued family needs and access to services related to abuse.
- Coordinate with other agencies to avoid unnecessary duplication of effort and services.
- Adhere to confidentiality when coordinating services through cross-referrals.
- Document follow-up calls in a timely manner.
- Assist in the planning and facilitation of groups; Caregiver, Teen, and Body Safety.
- Support in the organization and inventory of the Yellow Dress Care Closet.

Crime Victim Compensation

- Maintain a supply of brochures and applications.
- Routinely and repeatedly inform clients and non-offending caregivers of their rights as crime victims.
- Review eligibility for crime victims related to the benefits with clients and caregivers.
- Assist in the completion of the application and checking on claim status.

Court Support

- Engage clients and family in education related to the investigation and prosecution process, while understanding their rights.
- Track cases in order to provide updates to clients and family regarding investigations, courts dates, continuances, dispositions, sentencing, inmate status notification, and offender's release from custody, if applicable.
- Empower clients and families with in-depth knowledge about court procedures and providing a court orientation or tour when possible.
- Support clients and family by attending court hearings, trials, or other legal proceedings related to the abuse, when appropriate.

Multidisciplinary Team Collaboration

- Schedule medical exams with the YWCA and coordinate the presence of volunteers or interns to accompany clients.
- Actively participate in ongoing Case Review (*Team Case*), Case Consultation, Clinical meetings, Peer Review, Victim Advocate provider meetings, and All-Staff meetings.

- Optimize relationship-building, share information and resources, discuss interagency challenges, avoid duplication of services, and address policy and practice needs with other providers in Victim Advocacy.
- Meet before or after Case Review to discuss coordination of Advocate involvement and relevant information to share with other MDT members.
- Debrief after Case Review regarding service delivery issues that were raised or to discuss next steps on cases.

Program Documentation

- Adhere to Center documentation standards, ensuring that all client interactions, interventions, and support services are accurately recorded from case initiation to case closure, adhering to timelines and protocols.
- Adhere to external service referral procedures and ensure compliance with Center policies.
- Assist in reporting for grants, governmental and non-governmental.
- Prepare for audits and program reviews by consistently engaging in practices that are organized and accurate.
- Utilize existing technology systems to maintain client information.

Professional and Program Development

- Engage in approved ongoing professional development to ensure a current and comprehensive understanding of advancements in relevant fields of trauma-focused services or victim advocacy, 8 hours every two years.
- Engage in 8-10 hours of diversity, equity, and inclusion (DEI) training annually.
- Participate in achieving objectives outlined in the Strategic Plan and Key Performance Indicators.
- Contribute to the accreditation process and ensure forensic services and operations align seamlessly with the National Children's Alliance (NCA) accreditation standards.

Special Projects and Support

- Represent the Center during approved delivery of training or engagement in the community.
- Collect client feedback through the Outcome Measurement System (OMS).
- Assist with Center events, as requested.
- Provide coverage of the front desk.

And other duties as assigned by the Family Services Supervisor or the President/CEO.

Education and Experience Needed:

- Bachelor's degree in a human services field preferred.
- Occupational background in child abuse investigations, child abuse, or other human service occupation preferred.
- A minimum of two years of experience working directly with children from diverse backgrounds.

- Completion of a minimum of 24 hours of training, covering victim support and advocacy service topics.
- Knowledge of available community and legal resources, protective orders, housing, public assistance, transportation, and financial assistance preferred.
- Understanding of the dynamics of trauma, child sexual abuse, and child development required.
- Proficient in Microsoft Office Suite, Google Workspace, and other relevant software.
- Valid driver's license, proof of valid insurance, and reliable automobile required for regular travel throughout Kent County, with occasional travel outside of the county.

Competencies Required:

Advocacy and Public Policy:

- Engage in advocacy initiatives that align with the Center's mission, contributing to the overall advancement of public policy and community awareness related to child sexual abuse.

Healthy Communications:

- Present oneself and the Center professionally in both oral and written communications.
- Communicate with clarity, empathy, and understanding.
- Exchange information efficiently and effectively, demonstrating active listening and seeking clarification when necessary.
- Foster an environment where open communication is valued.
- Contribute to a culture of healthy communication, respect, and commitment to the Center's mission, vision, and values.

Direct Service:

- Ensure that the delivery of direct services aligns with the Center's overarching goals.
- Aptitude for establishing rapport with individuals of all backgrounds, as well as professionals from various disciplines, and those with traumatic experiences.
- Ability to practice restraint and discretion regarding confidential information related to Center functioning, internally and externally.

Team Participation:

- Ability to work collaboratively with diverse teams, promoting a positive and inclusive work culture.
- Active engagement in team dynamics, share knowledge and expertise, and foster a supportive atmosphere.

Building of Global Capacity:

- Promote cultural competence and inclusivity to uphold Center values in daily activities.
- Demonstrate a commitment to intercultural development and understanding the unique needs of clients, staff, volunteers, and donors from diverse backgrounds.

Personal Care and Development:

- Prioritize self-care and advocate for a culture within the Center that supports the well-being of both individuals and the Center as a whole.

Stewardship:

- Participate in community tours and represent Center programs to the community.
- Collaborate with administration to meet funding requirements for grants.

- Understand the Center budget and demonstrate stewardship of resources, ensuring their efficient and effective utilization in alignment with the Center's mission.

Data Management:

- Adhere to confidentiality procedures related to client and caregiver information.
- Provide accurate and timely tracking of client demographics and services.

Flexibility and Adaptability:

- Navigate changes and handle unexpected situations with professionalism.
- Ability to prioritize tasks, manage time efficiently, and maintain a well-organized work environment.
- Embrace adaptability, contributing to a dynamic and responsive organizational culture that effectively addresses the evolving needs of the Center's work.

Work Environment and Physical Requirements:

The nature of the work involves exposure to emotionally challenging situations and may require a level of resilience and self-care to maintain personal well-being in the face of these challenges. Additionally, accommodation for specific physical requirements can be discussed to ensure an inclusive work environment for all staff members.

- Navigate a trauma-rich environment where clients are present.
- Ability to sit and effectively use a computer for extended periods within an environment with other sensory conditions, such as television noise, music, voices of children, and other waiting room environmental instances.
- Perform light lifting tasks, up to 25 pounds, as needed to fulfill job responsibilities.

This position is supported by grants, thus is dependent upon grant funding. The items listed in this position description are not intended to cover or contain a comprehensive list of activities, duties, daily tasks, or responsibilities that are required of a staff member. Duties, responsibilities, and activities may change or new ones may be assigned based upon the needs of the Center at any time, with or without notice.

By signing below, you understand the statements above, you understand that the Children's Advocacy Center of Kent County is an at-will employer, and affirm you are able to perform the above duties as listed and assigned.

Staff Signature	Date	President/CEO	Date
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