

Position Title: Child and Family Advocate

Reports to: Safe Spot Child Advocacy Center Program Director

Salary: Fulltime, non-exempt position \$21.00/hr starting salary, benefits

Nature of Work: The Child and Family Advocate provides advocacy, crisis support and case management to child victims of sexual abuse or severe physical abuse and their non-offending caregivers. The Child and Family Advocate is the family's initial point of contact with the child advocacy center and serves as their guide throughout the process. The Child and Family Advocate interacts with professionals from other disciplines and agencies to assure timely, appropriate care for the child victim.

Education and Experience: Minimum of a bachelor's degree in social work or related field. Training and experience working with child abuse victims and their families preferred. Has completed or is willing to complete 24-hour victim advocacy training program.

Knowledge, Skills and Abilities:

- Familiarity with community resources
- Knowledge of child abuse and neglect
- Knowledge of child development
- Ability to establish rapport and foster appropriate helping relationships with child victims and non-offending adults
- Ability to collaborate professionally and positively with CAC staff and multidisciplinary team members
- Ability to maintain confidentiality and healthy boundaries with families and team partners
- Helping skills: active listening, discernment, ability to motivate and encourage non-offending caregivers
- Oral communication skills: able to communicate positively and professionally with children, families, CAC staff and multidisciplinary team members
- Writing skills: able to produce e-mails, memos, case summaries and meeting notes in a timely fashion
- Computer skills: adept with word processing, spreadsheet programs; able to learn CAC database and website programs
- Facilitation skills: able to facilitate meetings and discussions with families and team partners
- Sensitivity to diversity issues
- Willingness to travel in state and nationally

Duties and Responsibilities:

- Intake
 - Receive and screen intake calls and other referrals.
 - Enter referrals in the CAC's secure database. Create and maintain physical files.
 - Schedule investigative services in a timely fashion
- Initial Contact with Families
 - Welcome child and non-offending caregiver(s)
 - Provide initial orientation to CAC services and the various systems that will be interacting with the family
 - Conduct intake interview with non-offending caregivers(s) to assess family strengths and needs
 - Assess the safety of the child and non-offending caregiver(s)
 - Assess family support for the child
 - Identify any barriers that may prevent the family from receiving services
- Service Referral and Coordination
 - Refer child and family to mental health services as appropriate
 - Refer family to crisis support services as needed
 - Monitor therapy participation and progress
 - Collaborate with service providers, investigators, case managers and advocates to assure appropriate, timely care
- Ongoing Family Support
 - Maintain regular contact with non-offending caregivers throughout the life of the case
 - Answer questions, offer support, provide ongoing education about the dynamics of abuse and the various systems that are interacting with the family
 - Attend child medical evaluations, court proceedings as appropriate
 - Assist with organization and facilitation of support groups for non-offending caregivers
 - Keep families informed about the status of criminal proceedings
- Record Keeping and Case Tracking
 - Maintain physical and electronic case records
 - Document referrals, service provision, caregiver interactions, other relevant information in the CAC's secure database
 - Assist in obtaining case data from CAC partner agencies
 - Assist in obtaining satisfaction data from caregivers
 - Maintain strict standards of confidentiality

- Track cases until final adjudication or end of services
- Multidisciplinary Team
 - Prepare rosters for monthly case review meetings
 - Attend case reviews, participate in case presentation and discussion
 - Prepare case review notes, including action items for CAC staff and partner agencies
- Community Education
 - Represent the CAC in meetings, community forums as directed by the CAC coordinator.

Send all resumes to Cindy Hartley, Executive Director, at cindy@safespotwilkes.org.