

Bilingual Family Advocate

REPORTS TO: CLIENT SERVICES DIRECTOR
COMPENSATION: COMMISURATE WITH EXPERIENCE
EXEMPT STATUS: EXEMPT
COMMITMENT TYPE: FULL TIME
BASE OF OPERATIONS: TYLER, TEXAS

SUMMARY:

Provides comprehensive victim support services to children impacted by trauma, abuse and neglect and their non-offending family members.

ESSENTIAL FUNCTIONS:

- Serves as a liaison between Children's Advocacy Center (CAC) and clients and other members of the multidisciplinary team (MDT)
- Greets children and their families/non-offending caregivers upon their arrival at the Children's Advocacy Center
- Assists non-offending caregivers with intake process explaining the forensic interview process
- Meets with non-offending caregivers to assess each family's unmet needs and makes appropriate referrals to social service agencies that can assist in meeting needs.
- Network with community agencies/organizations to maintain a current resource directory
- Provides families with information about the rights of crime victims and assists non-offending caregivers in completing applications for Victims of Crime Compensation
- Provides information to non-offending caregivers about the coordinated MDT response to allegations of child abuse
- Educates non-offending caregivers about the dynamics of child abuse, as appropriate
- Educates non-offending caregivers about the availability of mental health services for eligible clients
- Schedules medical examinations for child clients when referred
- Attends internal staffing of cases (SOS) weekly to discuss cases and pertinent information and all required staff meetings
- Attends MDT case reviews meetings to assist with case coordination and collaboration. Attends other case-related meetings as needed.
- Coordinates client court preparation and accompaniment when needed
- Provides on-going, follow-up support services to families throughout the life of the case that fall outside the purview of mental health professionals
- Maintains accurate documentation of all client contacts and inputs data into case tracking software either directly or by working with the Victims Assistant Coordinator
- Prepare and submit timely and accurate statistical reports documenting grant-funded activities
- Maintains compliance with all agency policies and procedures
- Participates in regular peer review and supervisory review sessions.
- Stays abreast of current research, trends, and best practices in the field of child abuse victim advocacy.

- Provides CAC representation at local social service networking coalitions as assigned by the program director
- Attends trainings and conferences as required
- Maintain positive professional relationships with all center staff and MDT members
- Other duties as assigned by the Executive Director or Program Director

Job Requirements and Qualifications:

Education:

- Bachelor's Degree with degree or equivalent experience in social work or related field or applicable work experience

Training (licenses and certifications):

- None required; however specialized training in working with victims of crime is preferred

Experience:

- Ability to work well under pressure and respond quickly to challenges
- Desire to work in a child-abuse related organization
- Clear criminal and civil background check
- High level of written and oral communication skills, organizational skills, computer skills, collaborative capabilities.
- Proficiency with Microsoft Windows XP and 7 Operating Systems, Word, Excel, and Outlook

Intellectual and Physical Requirements:

- Read, write, and speak Spanish fluently
- Read, write, and speak English fluently
- Ability to multi-task and balance the diverse requirements noted above
- Bending, stooping, reaching and other movement required in dealing with children. Lifting of office materials (up to 20 lbs)

OTHER INFORMATION:

- Travel may occasionally be required for educational or business purposes. It is not anticipated that any travel will last more than 2 or 3 days.
- Position involves work with sensitive information about child abuse victims and partner agency personnel at supervisory and front line levels.
- Desirable personal qualities include: patience, tact, good judgment, flexibility, a positive attitude, compassion, perceptive, culturally sensitive, motivated, high professional standards and ethics, and an ability to get along with a variety of people from various disciplines.
- Employment dependent upon the successful completion of a background check, including criminal and CPS clearances.