

Family Advocate Intern

REPORTS TO: FAMILY ADVOCATE INTERN SUPERVISOR

COMMITMENT TYPE: PART 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:

- Provide direct client engagement by working front desk shifts, which includes: answering phone calls, helping children and families, answering the doors, providing Teddy Bear Alley, receiving donations, restocking snack and bear closet, etc.
- Manage Child Engagement activity calendar and assist with leading activities with clients in the lobby
- Create and maintain list of purposeful engagement activities for clients
- Assist families and partners with Rainbow Room, and restock the Rainbow Room
- Assist with providing and collecting OMS surveys
- Coordinate with agencies/organizations in order to strengthen client resources
- Maintain positive professional relationships with all center staff and MDT members
- Observe Family Advocates with the intake process and explaining the forensic interview process as assigned by the Client Services Intern Supervisor
- Assist victims with application and submission of Crime Victims Compensation
- Provides information to non-offending caregivers about the coordinated MDT response to allegations of child abuse
- Educate non-offending caregivers about the dynamics of child abuse, as appropriate
- Educate non-offending caregivers about the availability of mental health services for eligible clients
- Provide follow up advocacy to clients as assigned by Client Services Intern Supervisor
- Assist with data entry as needed
- Assist with other tasks as applicable
- Other duties as assigned by the Client Services Intern Supervisor or Director of Client Services

QUALIFICATIONS:

- High school degree or equivalent; must be enrolled in an accredited university/college program to receive credit
- Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, and Excel)
- Must be at least 18 years of age
- Excellent written and verbal communication skills
- Self-directed and able to work as a team player
- Ability to pass a criminal history check, background check, and CPS registry check.

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 Operating Systems, Word, Excel, Access and Outlook

INTELLECTUAL AND PHYSICAL REQUIREMENTS:

- 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:

- 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.