**National Children's Advocacy Center**

**Job Description**

**Job Title:**  Family Advocate

**Department:** Intervention and Clinical Department

**Reports To:** Intervention and Clinical Director

**Summary:** Provides Family Advocate Services and identifies and leads efforts to expand the Family Advocate Program. Works collaboratively with members of the MDT. Provides training and consultation services to professionals.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

* Manage day-to-day activities of the Family Advocate Program, including grant reporting.
* Identify and develop standard procedures to improve program efficiency.
* Provide crisis interviews to caregivers of alleged child abuse victims.
* Organize and facilitate support group services for caregivers and adult survivors.
* Provide support and/or therapy to caregivers of alleged child victims.
* Educate caregivers on sexual abuse and physical abuse related topics as appropriate.
* Help Caregiver develop workable strategies to protect the child and themselves
* Establish a trusting relationship with at-risk families by initiating and maintaining regular client contact.
* Help caregiver develop extended family or other support systems.
* Recognize the need for professional interventions and make appropriate and effective referrals.
* Work closely with child's therapist in discussing goals and objectives for the family.
* Maintain accurate and timely records on clients including follow-up call/attempts, summaries of individual and group services and other related interventions.
* Manage therapy referrals in collaboration with Intervention and Clinical Director.
* Conduct initial Caregiver component of therapy intakes.
* Act as a liaison between families and other community agencies, making referrals and providing information when needed.
* Maintain Community Resource Notebook with current community resource information for Huntsville and Madison County.
* Accompany clients to meetings with community agencies as needed.
* Collaborate with Victim Service Officer to effectively meet needs of the family.
* Serve as member of MDT to review Madison County alleged cases of child sexual abuse and present relevant information from contacts with Caregiver.
* Assure FA program satisfaction surveys are completed to obtain outcome measurement.
* Meet with Intervention and Clinical Director, as needed, to evaluate client status and to obtain supervision.
* Participate in Family/Victim Advocate curriculum development activities with the Training Department.
* Provide training on Family/Victim Advocacy in coordination with the Training Department
* Maintain supply of Crisis Interview packets, Caregiver Handbooks and make updates as needed to keep current with best practices
* Lead in the development of Family Advocate on-call back-up support schedule when personally unable to provide after-hours services related to emergency child abuse cases.
* Lead in the development of a cross-training protocol to equip therapists and therapy interns to provide back-up crisis interviews and other Family Advocate services.
* Provide back-up coverage to front desk in the Children’s Building.
* Other duties as assigned.

**Education and/or Experience**

* Bachelor’s degree in a mental health/counseling/social services field required. Master’s degree preferred.
* License or eligibility for licensure to provide mental health services preferred.
* Experience with and knowledge of the field of child maltreatment required.
* Prefer three or more years of experience working with children and/or families.
* Case management and crisis intervention experience in child maltreatment cases preferred.

**Knowledge, Skills and Abilities**

Ability to maintain confidentiality.

Ability and willingness to occasionally work non-standard hours including services related to emergency child abuse cases.

Demonstrated maturity, experience and professionalism in successfully working with families and professionals from various disciplines required.

Working knowledge of parent-child interaction and child development materials, and the dynamics of child sexual abuse and neglect, and ability to apply this information in direct service to clients.

Working knowledge of community resources and ability to use appropriately to meet client needs.

Public speaking ability to train groups.

Ability to read, write, and speak English.

Knowledge of grants management preferred.

Knowledge of research methodology and data collection preferred.

**Computer Skills**

To perform this job successfully, an individual should have average computer skills to type case notes.

**Certificates, Licenses, Registrations**

Prefer license in Counseling, Social Work, or other mental health field (or license eligible).

**Special Requirements**

Must be available to clients in crisis on a 24-hour basis.

Must have a driver’s license and personal vehicle.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to manipulate, handle, or feel; reach with hands and arms. The employee is required to communicate with staff, clients, parents, and team members. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Interpersonal Skills - Maintains confidentiality; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Gives and welcomes feedback.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.

Judgment - Exhibits sound and accurate judgment; Includes appropriate people in decision-making process.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.