

Children's Advocacy Programs of the Blue Ridge, Inc.
Family Advocate

Employment Status: Full Time/Exempt or Part Time

Reports To: Director of Victim Services

Time Commitment: 37.5 hours/week – 100% victim services
22.5 hours/week – 100% victim services

Summary: Assists with the management of the local multi-disciplinary system response to allegations of child abuse and neglect, including coordination of referrals and direct services for victims and their families. The local multi-disciplinary response includes direct support related to the investigation and prosecution, as well as the coordination of needed medical and mental health treatment and advocacy.

Responsibilities/Duties:

1. Upon receipt of a victim assessment form, the Director will enter the demographic information into NCAtrak, identify whether the case is tier I or tier II, enter the new case on the new/emergent victim roster, and initiate any and all requests for immediate referrals identified on the victim assessment form.
2. Responds to victim referrals and individual requests by providing information, referral, advocacy and educational support. Provides family advocacy to caretakers while children are at the CAC for forensic interviews, medical assessments, and clinical appointments. Family Advocacy includes education on the criminal justice process, criminal injuries compensation fund, VINE (Victim Information and Notification Everyday), crime prevention information, and other local resources that support the needs of victims and their families. Additional resource materials are provided to families referred who do not receive a forensic interview, medical assessments, or clinical services on-site.
3. Accepts and processes victim referrals and case updates from team members into NCAtrak.
4. Conducts pre-service trauma screenings on children referred.
5. Conducts a Criminal Injuries Compensation Filing screening on all children referred. Families deemed eligible will be notified and offered assistance with filing claims in communities in which Victim Witness is not available.
6. Coordinates intervention services recommended from the victim case review including CAC mental health services and medical wellness screenings, identifying barriers that may prevent the family from receiving services, and advocating for service implementation. Assists in coordinating forensic interviews as need arises.
7. Prepares agendas, documents and distributes meeting minutes, updates and maintains new and established victim rosters, and participates in the case reviews at team meetings.
8. Ensures the completion and entry of data secured from the Outcome Measurement System Evaluations regarding initial and follow-up visits to CAC, team satisfaction, and case review assessments. Creates biannual reports.
9. May conduct forensic interview as defined in the forensic interviewer's job description if the candidate dually meets the education, training, experience and the other requirements criteria in cases where there would be no conflict in service provision.

10. Participates in a regional operational practice review and develops strategies to increase access to needed services through the development of partnerships, improvements to promote cultural competence, and identify training needs.
11. Obtains resource materials for victims and caretakers. Maintains resource center in the CAC and in the courthouse.
12. Assists in the preparation of data for reporting for grant applications and reports and supervises volunteers working on victim services projects.
13. Assists with coordinating training opportunities for service providers, system partners and community stakeholders (volunteers).
14. Keeps up-to-date with current laws and regulations in victim assistance. Updates local resource information in the Family Advocacy Packet.
15. Participates in fundraising efforts of the agency.
16. Plans, organizes, and implements community outreach/awareness programs.
17. Other duties as may be assigned.

II. Professional Development

Staff members are required to maintain 15 hours of on-going training annually. Training topics should reflect their job responsibilities and include current theory and research. Training certificates should be forwarded to the Executive Officer to be placed in their personnel file. Participation in on-going supervision and opportunities for peer review shall be required.

III. Qualifications

Minimum educational requirement of Bachelor's degree in a human service field, criminal justice or law with five years' experience working with abused children and adolescents is required. A Master's degree is preferred. An understanding of the dynamics of a multi-disciplinary, community-based response to civil and criminal allegations of child abuse and neglect is preferred. Ability to work non-traditional hours associated with a limited on-call. Bi-lingual communication skills a plus. An individual should have above average computer skills. Knowledge of Microsoft Word, Excel, Power Point, Access, etc., and the ability to learn specific software programs used within the agency.

IV. Competencies

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

1. Interpersonal Skills
Maintains confidentiality; keeps emotions under control; and remains open to others' ideas
2. Oral Communication
Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and participates in meetings
3. Written Communication
Writes clearly and informatively; edits work for spelling and grammar; and is able to read and interpret written information
4. Teamwork
Balances team and individual responsibilities; gives and welcomes feedback; contributes to building a positive team spirit; and supports everyone's efforts to succeed
5. Ethics

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

6. Planning/Organizing
Prioritizes and plans work activities; uses time efficiently; sets goals and objectives; and develops realistic action plans
7. 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; and follows through on commitments
8. Quality
Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and monitors own work to ensure quality
9. Adaptability
Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and able to deal with frequent change, delays, or unexpected events
10. Attendance/Punctuality
Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time
11. Dependability
Commits to long hours of work when necessary to reach goals; and completes tasks on time or notifies appropriate person with an alternate plan
12. Initiative
Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; and asks for and offers help when needed

This service is supported using grants funds and/or funds from licensed clinical services provision. Please note, for clinical positions which are solely grant funded, if grant funds are not provided to the Children's Advocacy Programs of the Blue Ridge, Inc., through a contract this position may be discontinued.

Note: This job description indicates in general terms the type and level of work performed and responsibilities held by the employee. Duties described are not to be interpreted as being all-inclusive. A background check will be conducted prior to consideration of employment.

I acknowledge I have received this job description (a signed copy must be kept in personnel file).

Signature

Printed Name

Date

06/2010, 06/2011(2), 05/2012, 03/2013, 12/2015, 06/2016, 4/2017, 8/2018, 11/2018, 6/2019