



## POSITION DESCRIPTION

### POSITION: Bilingual Family Advocate

**STATUS:**  Full Time  Part Time  Exempt  Non-Exempt

*Join our dynamic and dedicated team to help provide a safe, compassionate, healing environment for children who have been a victim or witnessed a crime. Our Advocates help uphold our values of Collaboration, Excellence, and Impact by providing excellent case management services to child victims and their non-offending family members and ensuring each child has the safety they need to tell their story.*

**FUNCTION:** This position reports directly to the Advocate Program Coordinator. Advocates are responsible for coordinating all SACAC case management services for non-offending caretakers, and children who are victims of a crime of abuse or neglect. A key function of this position is to provide crisis intervention support, resource and referral information, and follow-up case management services to families. Advocates are responsible for ensuring a safe, child and family friendly environment, and ensuring that families receive services in a timely and appropriate manner. Advocates coordinate the multidisciplinary team (MDT) that responds to reports of child abuse or neglect. On a rotating basis, advocates participate and respond to requests for services after-hours from community partners and ensure that multidisciplinary team protocols are being followed, and that services provided by the Center are free of any hindrances.

### PRIMARY DUTIES AND RESPONSIBILITIES:

- Complete intakes for appointments with law enforcement and the Department of Child Safety.
- Conduct advocacy sessions with the family and ensure completion of necessary forms.
- Provide crisis support for victims and non-offending families.
- Conduct outreach and follow-up to obtain updates on families status, reassess for needs, provide information, resources and referrals, and provide parent education on abuse and victim's rights.
- Coordinate forensic medical examinations of children. Prepare medical reports for appropriate distribution, and coordinate specimen collection and lab services.
- Provide support to the child victim and the non-offending parent during a medical exam.
- Serve as advocate/liaison between client and other service providers.
- Identify any gaps in services and ways to address those gaps.
- Develop a plan of action for the victim and the non-offending family members based on their required needs, and the multi-disciplinary team's recommendations.
- Provide documentation on individual cases, maintain case management, and conduct accurate data entry through a secure online database.

- Participate in after-hours/weekend calls for urgent response and services.
- Participate in monthly MDT meetings that monitor and evaluate case outcomes for quality assurance and protocol compliance.
- Perform other related duties as assigned.

**QUALIFICATIONS:**

- Bachelor's degree and/or equivalent.
- Knowledge of child abuse issues.
- Previous experience in child abuse, sexual assault, and/or crisis intervention.
- Must have reliable transportation, and a valid Arizona driver's license.
- Must be able to pass a fingerprint and criminal background check.

**SPECIAL ABILITIES AND KNOWLEDGE:**

- Bilingual (Spanish/English) fluency.
- Knowledge and/or experience with the criminal justice system.
- Knowledge or experience with forensic medical procedures.
- Knowledge and experience with crisis intervention.
- Ability to communicate effectively in verbal and written communication.
- Ability to organize a variety of tasks and effectively deal with a variety of people.
- Excellent communication and public speaking skills.
- Positive attitude, flexibility, and teamwork.

Any offer of employment is contingent upon successful completion of new hire screenings, including background checks, drug testing, and professional reference checks.

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_

SACAC signature: \_\_\_\_\_ Date: \_\_\_\_\_