



POSITION DESCRIPTION

POSITION: Bilingual 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 and support they need to heal. The Center is committed to disrupting systems of oppression through recruitment for diversity, equal opportunity for low-income applicants, flattened pay scales, inclusive decision-making, and pathways for advancement.

FUNCTION: Reporting to the Director of Advocacy, Advocates are responsible for coordinating all case management services for child victims and witnesses and for their non-offending caregivers. A key function of this position is to provide crisis intervention support, 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 are available on call and respond to requests for services after-hours from community partners and ensure that multidisciplinary team protocols are being followed.

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 and advocacy for victims and non-offending families
- Coordinate forensic medical examinations of children, while providing medical examiner with support, including pertinent information on the child
- Assist with specimen collection and prepare for pickup, coordinating appropriate lab services
- Provide support to children and their non-offending caregivers during the medical exam
- Conduct follow-up to provide updated, needs-based information and referrals, including updates to the safety plan and victim rights information to support victims and their families
- Serve as advocate/liaison between client and other service providers
- Identify any gaps in services and work actively to address those gaps
- Develop a plan of action for the child and their family based on their specific needs and the recommendations from the multi-disciplinary team
- Enter client data and ensure appropriate documentation for all cases is maintained in our secure online client record system

- Provide services after-hours and on weekends for cases requiring an urgent response
- Participate in monthly MDT meetings that monitor and evaluate case outcomes for adherence to standards and continuous quality improvement
- Perform other related duties as assigned

QUALIFICATIONS:

- Bachelor's degree and/or equivalent work experience
- Knowledge of child abuse and victim rights 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 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 skills
- Positive attitude, flexibility, and teamwork

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