

CHILDHAVEN, INC.

JOB DESCRIPTION

JOB TITLE: Family Advocate (FA)
FLSA STATUS: Part-Time, Non-Exempt (Hourly)
REPORTS TO: Child Advocacy Center Program Director
HOURS: M-F, 8am – 5pm with 1 hour lunch, with occasional evening and weekend hours for emergencies

GENERAL STATEMENT OF DUTIES:

The Family Advocate (FA) is responsible for providing advocacy services to child victims and their families who have received Forensic Interviewing services through the Childhaven Children's Advocacy Center (CAC). The FA will serve as a resource for the child victim and their supportive caregivers throughout the investigative and recovery processes, providing both emotional support and linkage to other service agencies. The FA will be responsible for tracking progress in treatment and service implementation and sharing that information with other members of the Multi-Disciplinary Team (MDT) to ensure that the victim and family receive sufficient support.

PRIMARY DUTIES:

1. Make initial contact with the family once a forensic interview is scheduled to answer any preliminary questions they may have.
2. Provide education, resources, emotional support and crisis intervention to clients and their family members during and after the forensic interview (e.g. information about MDT response to investigations of child abuse, dynamics of abuse, victim rights and compensation, case status, court education, protective orders, housing, public assistance, domestic violence intervention, and more).
3. Empower the victim and family to make connections to needed resources, problem solve and set goals for themselves.
4. Work closely with other community service providers to ensure the best outcome for the families, documenting all services, referrals, and follow-up calls/meetings.
5. Communicate with staff internal and external to Childhaven to ensure that children/families are served by the appropriate agency/program and their cases do not fall through the cracks. Assure proper and warm timely hand offs with other system victim advocates as their case progresses through the system.
6. Act as a liaison between the client/family and the MDT investigative team, when necessary, providing periodic follow-up contact with victim, family, and/or non-offending parent/guardian.
7. Facilitate family interactions, utilizing a trauma-informed and strengths-based approach.
8. Complete the Crime Victim Reparation Compensation (CVRC) application form for each eligible victim.
9. Maintain and update case records in agency database, NCA Trak.
10. Participate in monthly MDT meetings and case reviews and follow through with any recommendation made by the MDT that would require the services of the advocate.
11. Maintain strict standards of confidentiality in accordance with HIPAA regulations, Childhaven Policies and procedures, and the McKinley & San Juan County MDT Protocol.
12. Maintain current knowledge of professional literature in the field of child abuse and national recommendations for standards of best practice.
13. Assist in coordination of training sessions for MDT partners, as requested by the MDT Coordinator and/or NMCA Coordinator.
14. Attend court proceedings with the child and family if requested by the family or the law enforcement officer assigned to work with the family.
15. Be available as a witness in court as required.
16. Must successfully complete a minimum of 24 hours of instruction including, but not limited to:
 - a. Dynamics of abuse
 - b. Trauma-informed services
 - c. Crisis assessment and intervention
 - d. Risk assessment and safety planning
 - e. Professional ethics and boundaries
 - f. Understanding the coordinated multidisciplinary response
 - g. Assistance in accessing/obtaining victims' right as outlined by law
 - h. Court education, support and accompaniment
 - i. Assistance in accessing treatment and other services, including protective orders, housing, public assistance, domestic violence intervention, transportation, financial assistance, and interpreters

- j. And others as determined for individual clients.
 - k. Attend VOCA Victim Advocate Training courses annually and continuing education of 8 hours every 2 years.
17. May require after hours' work/flexible schedule.
18. Follow supervisor's directives. Other duties as assigned.

JOB KNOWLEDGE:

- Demonstrated competency in conducting forensic interviews, advocacy and child abuse investigations.
- Must have good computer skills, familiarity with Microsoft Office.
- Working knowledge of child development and childhood trauma/victims of child abuse, and victim dynamics.
- Knowledge of local community resources and social service delivery systems.
- Skilled in providing crisis intervention services to victims and/or their families.
- Excellent oral and written communication skills.
- Good organizational skills.
- Cultural awareness and sensitivity: Skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.
- Ability to work with a complex network of MDT partner agency personnel.

QUALIFICATIONS:

- Education and experience:
 - A High School Diploma/GED plus 3 years related experience (or)
 - Associate's degree in a related field with 2 years' experience (or)
 - Bachelor's degree in a human services field with one-year experience with target population
- Able to participate in training, supervision and meetings in Farmington/Gallup and attend peer review in other locations around the state twice per year.
- Must pass local, state and federal background checks (including fingerprints).
- Must have reliable transportation and be eligible to become a driver for Childhaven (Age 25 or older, hold a current and valid NM Driver's License, and maintain a clean driving record).
- Abide by state licensing regulations and standards, and Childhaven policies and procedures.
- Must obtain and maintain CPR/First Aid, CPI certification, and VOCA VAT training certificates
- Bilingual (Spanish/English or Navajo/English) preferred