

CHILDHAVEN, INC.

JOB DESCRIPTION

JOB TITLE: Family Advocate (FA)
FLSA STATUS: Full-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:

Family Advocacy:

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. Assure proper and warm timely hand offs with other system victim advocates as their case progresses through the system.
6. Assure the linkage of clients to mental health and aftercare services. Checks in with family 2 weeks post interview and monthly till case closure.
7. Actively communicate with staff internal and external to Childhaven to ensure case progress.
8. Demonstrate competency in conducting victim and family advocacy and understanding the complexities of child abuse investigations.
9. 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.
10. Facilitate family interactions, utilizing a trauma-informed and strengths-based approach.
11. Complete the Crime Victim Reparation Compensation (CVRC) application form for each eligible victim.
12. Maintain and update case records in agency database, NCA Trak.
13. Assure all documentation is completed for client records striving for a 100% accuracy rate and cross checks owns data input.
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.

Programmatic:

16. Have flexibility to travel to the satellite office in Gallup, NM. Farmington/Gallup travel as needed.
17. Participate in staff meetings and regular supervision to work on quality improvement areas. Follow through with any feedback made by supervisor and MDT that would require the services of the advocate.
18. Actively participate in Child Abuse Multi-Disciplinary Team (MDT) meetings and Case Reviews in both counties.
19. Assist in presentations and training sessions for MDT partners, as requested by the MDT.
20. Maintain strict standards of confidentiality in accordance with HIPAA regulations, Childhaven Policies and Procedures, and the McKinley & San Juan County MDT Protocols.

21. Complete a minimum of 24 hours of instruction annually 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 initially and continuing education of 8 hours every 2 years.
22. Meet program goals, objectives, productivity standards, and outcomes.
23. Participate in regular self-care and wellness activities.
24. Continue to review the San Juan County and McKinley County protocols and the National Children's Alliance standards to ensure the outcomes are met.
25. Assure separate staff persons are assigned to conduct the Forensic Interview and Family Advocate job duties for each case.
26. Abide by NMCA standards and Childhaven policies and procedures.
27. Follow supervisor's directions and other duties as assigned.

QUALIFICATIONS:

- Education and experience:
 - A High School Diploma/GED plus 3 years related experience with target population (or)
 - Associate's degree in a related field with 2 years' experience with target population (or)
 - Bachelor's degree in a human services field with one-year experience with target population
- Able to participate in training, supervision and meetings.
- 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).
- Must obtain and maintain CPR/First Aid, CPI certification, and VOCA VAT training certificates
- Bilingual (Spanish/English or Navajo/English) preferred
- 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.