The Child Advocacy Center (CAC)

Position Title: Victim/Family Advocate

Supervisor: Executive Director

Position Description:

The Victim Family Advocate is responsible for providing advocacy services to child victims and their families when sexual abuse and/or serious physical abuse has been alleged to the children and families being served by the Multidisciplinary Team (MDT) and the Child Advocacy Center (CAC). The person in this position will be involved in coordinating intervention services that have been recommended by the MDT members, identifying any barriers that may prevent the family from receiving services, and advocating for immediate service implementation. He/She will be present when children and families are at the Center and will serve to support and answer questions about the investigative process, court process, and treatment options. The Victim Family Advocate will monitor and maintain the case logistics and tracking of all cases at the CAC.

Duties and Responsibilities of the Position:

Duties and responsibilities include, but may not be limited to the following:

- Maintain strict standards of confidentiality;
- Make initial contact with the family once an interview is scheduled to answer any preliminary questions they may have;
- Establish contact with and provide support for victims and families at the multidisciplinary team interview;
- Provide crisis intervention for victims and families referred to them by law enforcement on those cases that do not involve a Child Protective Service (CPS) worker;
- Educate non-offending caregiver(s) about sexual abuse or serious physical abuse and the various systems that may become involved with their family;
- Perform a safety assessment of the family and develop and recommend a safety plan for the child victim and family;
- Answer any questions related to the investigative process and provide feedback to the assigned Child Protective Service worker and/or law enforcement officer;
- Coordinate with other advocates that may be working with the child and family, i.e. Guardian ad Litem volunteer and/or Rape Crisis of Cumberland County worker;
- Maintain contact with the victim and family throughout the investigation and prosecution when requested by the family or the law enforcement officer;
- Assist the family in accessing services recommended by the team;
- Attend the Child Medical Exam if requested by the family or the law enforcement officer assigned to work with the family;
• Attend court proceedings with the child and family if requested by the family or the law enforcement officer assigned to work with the family;
• Be available as a witness in court as required;
• Facilitate a support group for child victims and the non-offending caregivers;
• Receive referrals and information on all child sexual abuse and extreme physical abuse cases from local law enforcement and the Department of Social Services and enter into agency database (NCAtrak);
• Prepares the case tracking and case review schedule;
• Maintain and update case records in agency database, NCAtrak;
• Assist with obtaining prosecution outcomes and entering into NCAtrak;
• Attend case review and follow through with any recommendations of the team that would require the services of the advocate and enter appropriate information into the database from case review;
• Researches AOC data;
• Remains current with professional literature on child abuse issues;
• Assists with training sessions for community professionals regarding CAC operations and protocol;
• Assists with community education and professional training on child abuse prevention;
• Other duties as may be assigned.

Education and experience:

A Bachelors Degree in a human service field is preferred. Previous experience in law enforcement, social work, mental health, and/ or experience as a trainer/educator is preferred.

Knowledge, skill, and abilities:

Knowledge, skill, and abilities for this position include but are not limited to the following:

• Ability to work as team player with CAC staff members;
• Ability to work in a professional manner with members of many other agencies;
• Beginning (basic) knowledge of the dynamics of families where abuse and/or neglect is occurring;
• Knowledge of the stages of child development;
• Knowledge of community resources;
• Skills in providing crisis intervention services to families;
• Ability to analyze and evaluate the outcomes related to the provision related to families who accept advocacy services as compared to family’s who may not;
• Must have good oral and written communication skills;
• Must have good computer skills and ability to keep caseload up to date in agency’s database, NCATrak;
• Ability to analyze and evaluate the community’s resources for families and barriers that prevent families receiving prompt and/or immediate service;
• Sensitivity to diversity issues.

Specialized and on-going training will be provided.

**Other requirements for employment:**

Person in this position must have a home phone, reliable transportation, valid driver’s license, provide proof of automobile insurance, acceptable driving record, and must pass an extensive criminal background check and be eligible to be bonded.

**Work schedule:**

The person in this position will be required to work flexible hours based on the needs of the Child Advocacy Center. The schedule will be set by the Executive Director, and will reflect a forty hour work week.

**Position Class:** Exempt and is subject to Wage and Hour guidelines for such positions.

August 6, 2010