



*The Children's Place*  
*A place to be heard...A place to be helped.*

### **The Children's Place Job Description**

**JOB TITLE:** Family Advocate  
**REPORTS TO:** Program Manager  
**FLSA STATUS:** 1 FTE (40 Hours) Non-Exempt

#### **JOB DESCRIPTION:**

The Family Advocate is responsible for facilitating the case management process for those children and families whose maltreatment cases are processed through The Children's Place (TCP). This position works closely and collaborates with members of the multi-disciplinary team to coordinate cases seen at TCP; works closely with contracted mental health clinicians to refer and schedule therapy services for children and non-offending caregiver(s); provides neutral support, resource information and referrals to clients of the TCP; manages NCAtrak data collection system for the organization, and assists with providing statistical grant reporting data. In addition, this position coordinates and provides outreach and community education presentations and events including, but not limited to, Shaken Baby Prevention, Health Fairs, Mandated Reporting, etc. Outreach duties may occasionally include attendance at outreach activities outside of regular business hours. This position is required to participate in the TCP's after-hours on-call schedule. Professional appearance and demeanor required. This position must pass a criminal background check.

#### **QUALIFICATIONS:**

Two years experience in child abuse/neglect field or victim advocacy required. Experience with group work, public speaking, and presentations preferred. BA/BS in Social Work, Human Services, or Criminal Justice preferred.

#### **MUST HAVE KNOWLEDGE OF:**

- TCP's mission, goals, and programs.
- Child abuse dynamics and its impact on children.
- Trauma Informed Care.
- Non-profit systems, local community services and resources preferred.
- Child development, and ability to utilize this knowledge to make referrals.
- Child Protection (OCS), Law Enforcement and Court Systems.
- Problem solving relating to child abuse and family dynamics.

#### **ESSENTIAL SKILLS**

- Ability to hold highest standards of client confidentiality required.
- Excellent written, oral and interpersonal communication skills and ability to function as a team member required.
- Excellent customer service skills required for working with client families, donors/funders, board members, co-workers, multi-disciplinary team members, and the general public.
- Ability to consistently demonstrate professional behaviors and leadership skills that are in support of the vision, mission, and philosophy of The Children’s Place.
- Ability to problem-solve, work independently and without constant supervision.
- Skilled at proof-reading with intense attention to detail required
- Ability to be flexible in your work schedule.
- Ability to provide trauma informed care, assessments and resources.
- Proficient using office equipment/machines including computer, facsimile, scanner and copy machine.
- Proficient with Microsoft Office Excel, Word, Power Point Presentations, Internet and E-mail.
- Ability to work with deadlines, stressful situations, and shifting priorities.
- Ability to follow written and oral instructions.
- Ability to lift 50 pounds.
- Ability to read, write and speak English.
- Ability to maintain accurate charts and records.
- Desire and ability to work as a team member toward a common goal with a wide range of patients of varied socioeconomic and ethnic backgrounds.
- Demonstration of excellent interpersonal skills and a non-judgmental, supportive attitude toward patients, families, and community law enforcement and child protection professionals.

**RESPONSIBILITIES AND DUTIES:**

- Maintain strict standards of confidentiality for clients.
- To be present for the initial interview, interface with the child and family during the evaluation process, explain the investigative and follow-up policy, and provide referral information.
- Administer screening tools as part of trauma informed care.
- Establish and maintain case management files and enter data in the NCAtrak system.
- Maintain contact with families, providing victim advocacy as needed, throughout the duration of their case.
- Administer client satisfaction surveys as part of the Quality Assurance Program and recommend changes as appropriate.
- Coordinate with appropriate investigative and referral agencies regarding child maltreatment cases.
- Participate in monthly Multi-Disciplinary Team (MDT) case reviews.
- Responsible for coordinating and scheduling appointments for interviews/exams.
- Assist families with mental health and community resources and referrals.
- Participate in “On-Call” rotation schedule, responding to TCP for emergent after-hours cases.
- Maintain case tracking system to record both short and long-term data on children evaluated at TCP.

- Participate in community outreach: health fairs, presentations, rallies, etc. Occasional attendance at outreach activities outside regular business hours is required
- Work with Program Manager and/or other TCP staff in developing new presentations and handouts.
- Participate in trainings, certifications, and continuing education as required.
- Collect and report on the organization's client and case-related statistical data at least quarterly and as needed.
- Other duties as assigned.

This position is required to participate in a rotating schedule, as needed, to respond to The Children's place after regular business hours for emergent cases. Expectations for participation in the rotating schedule are as follows: 1) Be available by telephone 24-hours per day, on your pre-scheduled "on call" day(s). 2) Be prepared to respond in a drug and alcohol-free status to The Children's Place within 90 minutes of receiving a call for service. Employees pre-scheduled to be on-call for afterhours service are paid a flat "on-call rate" for each 24-hour period for which they are expected to respond. When an employee who is pre-scheduled to be on-call responds to The Children's Place, the employee is paid for actual hours worked, in addition to the daily "on-call rate".