



Position Title: Child & Family Advocate

Reports to: Wally's House – Curry Child Abuse Intervention Center Executive Director

EXPECTATION FOR ALL EMPLOYEES

Support the organization's mission, vision and values by adhering to the behavioral standards of Wally's House – Curry Child Abuse Intervention Center. Effective communication skills and the ability work effectively with people from various backgrounds are critical.

POSITION SUMMARY

- Provides on-site child and family advocacy, referrals and support to clients referred to the Wally's House – Curry Child Abuse Intervention Center, serving as a member of the multidisciplinary assessment team.

PRINCIPLE DUTIES AND RESPONSIBILITIES

(Essential job requirements listed in **bold**)

- **Receives and processes initial case referral information, creating client electronic and hard charts for all cases**
- **Coordination of community partners with scheduling forensic interviews or medical examinations for patients**
- **Participates in State and regulatory child advocacy or child abuse meetings**
- **Documents victim advocacy interactions, supports, and referrals provided to clients**
- **Coordinates with local pediatricians for Karly's Law case information and photograph retrieval**
- **Ensures that accurate patient records are maintained and confidentiality policies are met**
- **Completes Crime Victims' Compensation Applications for all clients receiving forensic interviews at the center**
- **Completes Address Confidentiality Applications and referrals for all clients requiring the service for safety reasons**
- **Distributes, tracks, documents, and organizes all Quality Satisfaction Surveys used for quarterly case statistics to VOCA**
- Assists in developing treatment recommendations with the Wally's House community partners
- Participates in case reviews and presents cases when requested
- Collects all relevant child and family history and making appropriate referrals
- Enter data into case tracking system
- Collaborates with executive director to inform and update program policies pertaining to changes in law concerning crime victims' assistance and referral processes
- Provides immediate crisis intervention to victims; provides victims with information about the conditions of the offender's supervision; provides emotional support during the investigation and prosecution process; explains procedures and requirements; consults with victim to determine the full extent of the crime and assesses victim's needs; refers victims and their children to appropriate community services for assistance made necessary by the crime; may provide on-call assistance to victims on a 24-hour rotating basis
- Acts on behalf of the victim in dealing with police officers, attorneys, parole and probation officers, physicians, family and others; accompanies victim to meetings, interviews, or examinations as required

- In trial cases, attends the trial with the victim, providing counseling and information for the victim
- Assures HIPAA compliance with all sensitive and patient specific information per Wally's House – Curry Child Abuse Intervention Center policies
- Participates in professional organizations, educational programs and community projects
- Participates in supervision, professional development and ongoing training activities- to include advocacy supports and mentoring provided by regional services

SKILLS AND ABILITIES

(Essential job requirements listed in **bold**)

- **Must be able to work and communicate well with adults**
- **Exercises good judgment, demonstrates effective critical thinking skills**
- **Flexible, able to prioritize and address multiple responsibilities concurrently**
- **Works effectively under stress and frequently changing job requirements/situations**
- **Maintains regular, consistent and punctual attendance at the assigned job location**
- **Demonstrates the ability to use a personal computer and various software programs applicable to the position**
- **Demonstrates the ability to operate applicable office equipment**
- **Exhibits the ability to deal effectively interdepartmentally & with the public**
- **Exhibits the ability to maintain confidentiality, think and act independently with minimal supervision**
- **Demonstrates strong writing, editing and proofreading skills**
- **Ability to participate in quality assurance reviews, peer reviews and case consultations**
- **Knowledge of and in compliance with, the center's policies and procedures**
- Bi-lingual communication skills preferred

EDUCATION/CERTIFICATIONS/LICENSES/DEGREES

(Essential job requirements listed in **bold**)

- **High school diploma with additional specialized college level training in the fields of social work, sociology, corrections, or counseling**
- **Advocate must have knowledge of: - Problems confronting victims of crime - Pertinent local, state and federal rules, laws and regulations, and policies and procedures - Local public and private knowledge of Coos community resources - Short term crisis intervention techniques**
- **ODOJ Crime Victims' Compensation Certification or must obtain within 90 days of hire**
- **ODOJ Address Confidentiality Certification or must obtain within 90 days of hire**
- **Current Oregon driver's license and valid automobile insurance**

EXPERIENCE

(Essential job requirements listed in **bold**)

- **Minimum of six months of supervised direct victim advocacy/ family support experience**
- **Minimum of two years of responsible experience in community service providing direct client assistance or services**
- **Background in working with children and families who have been affected by abuse**
- **Focus on continuing education and assures use of best practices**
- **Experience and/ or training in child development, mental health, psychology, social work, or related fields**
- Background in working with children and families where allegations of abuse and/or neglect have been made preferred
- Background in coordinating services for child victims and their families accessing Coos community resources

GENERAL INFORMATION

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities and job skills required.

Physical/Mental/Environmental Requirements

- Requires extensive sitting with periodic standing and walking
- Requires the ability to deal with distressing, emotionally challenging circumstances and cases, including individuals who may be angry or upset
- May be required to lift up to 20 pounds
- Requires significant use of personal computer, phone and general office equipment
- Needs adequate visual acuity, ability to grasp and handle objects
- Needs ability to communicate effectively through reading, writing, and speaking in person or on telephone
- May require off-site travel