



POSITION DESCRIPTION

Position Title: Bilingual Family Advocate

Position Supervisor: CAC Executive Director

Job Summary	Working in a multidisciplinary (MDT) environment, the Bilingual Family Advocate is responsible for promoting a child focused, supportive environment by providing crisis support, system information, and community resources for children and their families who participate in an investigation of child abuse or for children who have witnessed traumatic and violent crime throughout the life of the case. Victim support and advocacy is integral and fundamental to the MDT response as well as the well-being of the child and non-offending family members. Occasional evening or weekend work hours are required.
Essential Functions	<p>Involvement with the MDT before, during, and after the forensic interview in order to participate in information sharing, inform and support family about the coordinated, multidisciplinary response, and assess needs of child and non-offending caregiver.</p> <p>Provide crisis support to children and their families who are receiving services from the CAC, including but not limited to:</p> <ul style="list-style-type: none">• Greeting families• Explaining the role of the CAC in the process of the investigation• Supporting non-offending parent/caretaker when the child is interviewed• Support the child and other accompanying family members when the parent is in conference with the MDT. <p>Implement crisis assessment and intervention tools that are used to assess risk and safety.</p> <p>Understanding of individual needs of child and non-offending caregiver with cultural considerations for child/family to ensure those needs are addressed.</p> <p>Share with parent and/or caregiver information on the Victim's Rights Act and assist families in completing applications to the Crime Victims Compensation Program when applicable.</p> <p>Collect needed case information from the non-offending caregiver and others as needed to share with MDT.</p> <p>Participation in case review to:</p> <ul style="list-style-type: none">• Communicate and discuss the unique needs of the child and family and associated support services planning• Ensure the seamless coordination of services• Ensure the child and family's concerns are heard and addressed. <p>Provide trauma informed mental health counseling referral, evidence-supported mental health and specialized medical treatment, if not provided at the CAC.</p> <p>Assess families for needs and make referrals for families to appropriate human service organizations located in families' communities.</p>

Evaluate and keep current all parent and community resource information distributed to families, maintaining a resource directory that will assist child victims and their families.

Maintain and update the material for the non-offending parent/caregiver information packet.

Promote multi-disciplinary approach to investigations providing assistance to all team review processes as available.

Participates in active outreach, which requires follow-up with families beyond initial assessment and crisis response.

- Follow-up services after the initial visit at the CAC must include ongoing, regular contact until the CAC concludes its involvement with the case.
- Continued engagement with the child's/family's response regarding participation in the investigation/prosecution.

Assistance in procuring concrete services (housing, protective orders, domestic violence intervention, food, transportation, public assistance etc.)

Maintain processes to ensure the accuracy, timeliness, organization and professionalism of paperwork and documentation.

Attend and participate in staff development trainings as provided. Attend appropriate training to enhance and/or maintain skills.

Data entry and tracking of cases, maintaining appropriate documentation of services provided.

Administering OMS surveys to non-offending caregivers and MDT members.

Provide resources and referrals for non-offending caregivers who have transportation issues getting to CAC-related services/meetings.

Assist with education and training of police departments and other community personnel, as requested.

Consistently demonstrate professional behaviors and leadership skills that are in support of the vision, mission, and philosophy of the Will County CAC at both the organizational and personal level.

Have an essential understanding of National Children's Alliance standards and implementation of best practices.

Communicate effectively and function in a collaborative manner within all levels of the organization, with participating agencies and within the community.

Maintain a positive relationship with multidisciplinary team members and creatively identify and eliminate any barriers that may exist, to ensure program success.

Attend and participate in regularly scheduled CAC staff meetings/staff development activities.

Maintain strict confidentiality and cross-cultural awareness in the performance of all duties.

Contribute to a work environment that is mutually supportive, respectful, and diverse.

Maintain all case files with attention to detail and timeliness.

Compile and complete all required forms, online database entries, and grant reports.

Attend local, out-of-town, or overnight specialized training or peer review meetings as needed.

	<p>Other duties as assigned by the Executive Director or added to the scope of responsibility for the position.</p>
Education and Experience	<p>Bachelor's degree in social work or other human service related field required. A minimum of one year of applicable relevant experience working with children and families, and children of varying ages and cultures, preferred.</p> <p>Must successfully complete training that includes a minimum of 24 hours of instruction including, but not limited to:</p> <ul style="list-style-type: none"> • Dynamics of abuse • Trauma-informed services • Crisis assessment and intervention • Risk assessment and safety planning • Professional ethics and boundaries • Understanding the coordinated multidisciplinary response • Assistance in accessing/obtaining victims' rights as outlined by law • Court education, support and accompaniment. • Assistance with access to treatment and other services, including protective orders, housing, public assistance, domestic violence intervention, transportation, financial assistance, interpreters, among others as determined for individual clients.
Knowledge, Skill & Abilities	<p>Ability to read, write, and fluently speak Spanish and English, required.</p> <p>Knowledge of and sensitivity to family systems and child victimization.</p> <p>Knowledge of the overall child protection and legal system.</p> <p>Ability to communicate/and or interact effectively with children, adolescents, and adults that receive services through the CAC.</p> <p>Academic training or practical experience in and knowledge of developmental stages of children and the dynamics and effects of child abuse.</p> <p>Excellent written and verbal communication, computer and mediation skills</p> <p>Ability to work well with a variety of disciplines.</p> <p>Knowledge of community resources.</p> <p>Demonstrated knowledge of multiple cultures and the cultural impact on the delivery of services a must.</p> <p>Ability to communicate well orally and in writing.</p> <p>Working knowledge of the dynamics of child abuse, particularly child sexual abuse desired.</p> <p>Beginning knowledge of family dynamics where abuse and/or neglect is occurring, and working knowledge of child development stages.</p> <p>Sound reasoning, judgment, and high professional standards a must.</p> <p>Must be able to focus under pressure and with interruptions and meet strict deadlines.</p> <p>Must perform job duties independently, proactively, and with a variety of people in a team setting requiring significant self-direction/self-management skills and the ability to be flexible in an unstructured environment.</p> <p>Outstanding written and verbal communication skills and effective interpersonal and</p>

	<p>collaborative skills.</p> <p>Working knowledge of Microsoft Office products and desktop publishing/presentation software.</p> <p>Skills in providing crisis intervention services to families. Training or experience in working with trauma victims, people with disabilities, and people with mental health disorders preferred.</p> <p>Position involves sensitive and confidential information about child abuse victims and partner agency personnel at all levels. Strict confidentiality must be maintained.</p>
Other Requirements for Employment	<p>Must pass a thorough criminal background investigation.</p> <p>Must have own means of transportation, valid driver's license and proof of insurance as travel throughout Will County is required.</p> <p>Must have the ability and flexibility to work outside of the normal working hours.</p>

By signing this position description, I am indicating that I understand and accept the duties as described above and will do my best to meet these expectations. I understand that this is not an exhaustive list of job duties, but rather a general description of the job I am expected to perform.

EMPLOYEE NAME (PRINT) _____

EMPLOYEE SIGNATURE _____ **DATE** _____

EXECUTIVE DIRECTOR _____ **DATE** _____