



## Bilingual (English-Spanish) Family Advocate

<p><b>Job Summary</b></p>	<p>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.</p> <p>Dual fluency (English and Spanish) in written and verbal communication required; occasional evening or weekend work hours may be required.</p>
<p><b>Essential Functions</b></p>	<p>Involvement with the MDT before, during, and after the forensic interview in order to participate in information sharing, inform and support families 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"> <li>• Greeting families</li> <li>• Explaining the role of the CAC in the process of the investigation</li> <li>• Provide resources and referrals for non-offending caregivers who have transportation issues getting to CAC-related services/meetings.</li> <li>• Supporting non-offending parent/caretaker when the child is interviewed</li> <li>• Support the child and other accompanying family members when the parent is in conference with the MDT.</li> </ul> <p>Implement crisis assessment and intervention tools that are used to assess risk and safety.</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>Participate in case review to:</p> <ul style="list-style-type: none"> <li>• Communicate and discuss the unique needs of the child and family and associated support services planning</li> <li>• Ensure the seamless coordination of services</li> <li>• Ensure the child and family’s concerns are heard and addressed.</li> </ul> <p>Assess families for needs and make referrals for families to appropriate human service organizations located in families’ communities.</p> <p>Provide assistance in procuring concrete services (housing, protective orders, domestic violence intervention, food, transportation, public assistance etc.).</p> <p>Evaluate and keep current all parent and community resource information distributed to</p>

	<p>families, maintaining a resource directory that will assist child victims and their families.</p> <p>Participate in active outreach, which requires follow-up with families beyond initial assessment and crisis response.</p> <ul style="list-style-type: none"> <li>• Provide follow-up services after the initial contact at the CAC that includes ongoing, regular contact until the CAC concludes its involvement with the case.</li> <li>• Provide continued engagement with the child/family regarding participation in the investigation/prosecution, as needed.</li> </ul> <p>Accurate and timely data entry and tracking of cases, maintaining appropriate documentation of services provided.</p> <p>Administering OMS surveys to non-offending caregivers and MDT members.</p> <p>Mentor, educate and guide other advocates, as requested.</p> <p>Have an essential understanding of National Children’s Alliance standards and implementation of best practices.</p> <p>Communicate effectively and function in a collaborative manner within all levels of the organization, with participating agencies and within the community.</p> <p>Maintain a positive relationship with multidisciplinary team members and creatively identify and eliminate any barriers that may exist, to ensure program success.</p> <p>Attend and participate in regularly scheduled CAC staff meetings/staff development activities.</p> <p>Maintain strict confidentiality and cross-cultural awareness in the performance of all duties.</p> <p>Contribute to a work environment that is mutually supportive, respectful, and diverse.</p> <p>Maintain all case files with attention to detail and timeliness.</p> <p>Compile and complete all required forms, online database entries, and grant reports.</p> <p>Attend local, out-of-town, or overnight specialized training or meetings as needed.</p> <p>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.</p> <p>Other duties as assigned by the Executive Director or added to the scope of responsibility for the position.</p>
<p><b>Education and Experience</b></p>	<p>Bachelor’s degree required; Master’s degree in social work or other human service related field, preferred. Dual fluency (English and Spanish) in written and verbal communication required.</p> <p>Relevant experience working with children of all ages and developmental levels who have experienced trauma (specifically sexual and severe physical abuse) is desired.</p> <p>Understanding of trauma-informed care, multiculturalism, family systems and knowledge of community resources is preferred.</p> <p>Upon hire, 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"> <li>• Dynamics of abuse</li> <li>• Trauma-informed services</li> <li>• Crisis assessment and intervention</li> <li>• Risk assessment and safety planning</li> <li>• Professional ethics and boundaries</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding the coordinated multidisciplinary response</li> <li>• Assistance in accessing/obtaining victims' rights as outlined by law</li> <li>• Court education, support and accompaniment.</li> <li>• 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.</li> </ul>
<b>Knowledge, Skill &amp; Abilities</b>	<p>Dual fluency (English and Spanish) in written and verbal communication required.</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>Ability to communicate/and or interact effectively with children, adolescents, and adults that receive services through the CAC.</p> <p>Demonstrated skill 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>Knowledge of community resources.</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>Must be able to focus under pressure and with interruptions and meet strict deadlines.</p> <p>Working knowledge of Microsoft Office products as well as database data-entry and desktop publishing/presentation.</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>
<b>Other Requirements for Employment</b>	<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 normal working hours when needed.</p>
<p><b>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.</b></p> <p><b>EMPLOYEE NAME (PRINT)</b> _____</p> <p><b>EMPLOYEE SIGNATURE</b> _____ <b>DATE</b> _____</p> <p><b>EXECUTIVE DIRECTOR</b> _____ <b>DATE</b> _____</p>	