



Position Title: Family Advocate
Status: Full-time / Salaried / Non-exempt
Supervisor: Lead Family Advocate

Under the supervision of the Lead Family Advocate, the Family Advocate serves as the liaison between the Children's Advocacy Center and the victim and their non-offending caretakers.

Job Responsibilities

- Assists families during the interview process, providing education on the investigation process and WCCAC services, including mental health services, in addition to providing general reassurance and support to the victim and family;
- Provides the child and non-offending caretakers with referrals and resources to counseling and other needed social services;
- Provides on-going case management services to client when appropriate;
- Provides crisis intervention services and coordinates immediate assistance as needed;
- Utilizes case tracking system to document client interaction and services;
- Is an active member of the Multi-Disciplinary Team (MDT) and attends monthly meetings;
- Provides oversight and assistance to leadership regarding the development and maintenance of the Family Advocacy Department;
- Provides support by supervising and interacting with children of all ages;
- Provides on-call support through a staff rotation;
- Maintains records and submits timely, accurate statistical reporting as needed;
- Attends trainings as required;
- Maintains confidentiality requirements regarding all client information;
- Provides guided tours of the Center for community members when requested;
- Provides front-desk support as needed;
- Addresses needs and provides development support to volunteers as needed;
- Performs other duties to support the overall mission and functioning of the organization as outlined in chore list, or as assigned.

Minimum Qualifications and Skills

**** Bilingual fluency in Spanish and English is preferred. ****

Education, Training, and Experience: Any combination of education, training, and experience which demonstrates ability to perform the duties as described; a typical qualifying background would include a Bachelors degree in social work or related field from an accredited university + experience working with families in a school setting or social service agency; experience working with sexual abuse victims and/or children and families in crisis situations. *Bachelor's degree required. CPS and/or CAC experience preferred.*

Knowledge of (or willingness to learn): Available community resources and services; social services concepts and principles; crisis intervention techniques; principles of child development and early childhood education; child abuse issues and dynamics; proper telephone etiquette and techniques; standard record-keeping systems; applicable state and federal codes, laws, and regulations; standard software applications.

Skill and/or Ability to: Interact and communicate effectively with children and adults from different cultural and socioeconomic backgrounds; be empathetic with clients; be willing and comfortable speaking about sensitive subjects including explicit, violent, and profane language; work independently with minimal supervision; communicate effectively in oral and written form; operate a computer and use standard software applications; react with flexibility and sensitivity to changing situations and needs; organize and prioritize work; effectively carry out written and oral instructions; maintain cooperative work relationships; ability to stay flexible and positive in a non-profit setting.

Must have ability to pass a criminal history, background, and CPS registry check.

Must also have reliable transportation, and possess a current Texas Driver's License that meets the Center's insurance company's requirement for coverage.

Physical Requirements:

- Must be mobile and able to bend, stoop, reach, and moderately lift (up to 30 pounds)
- Must be able to sit at a workstation and/or a computer screen for up to 2 hours at a time
- Will occasionally be exposed to seasonal weather conditions

This is a grant-funded position that is expected to be ongoing. Occasional weekends and afterhours may be necessary for emergency interviews or for fundraising activities. We provide 24/7 emergency coverage to law enforcement and CPS for child interviews.

Interested applicants should submit their information to director@wilcocac.org and include

- **FA Application (insert your name)** as the subject line
- Complete employment application
- Cover letter with salary requirements and history
- Resume
- Professional writing sample (Why do you want to work in this field? Why do you want this job? Why should we hire you?)
- 2 personal letters of recommendation
- 2 professional letters of recommendation

This is a grant-funded position that is projected to be ongoing. Excellent benefits.

For more information about WCCAC please go to: www.wilcocac.org.