



## **Family Support Specialist**

(Family Advocacy)

### **Job Description**

**Department:** Family Support Services

Williamson County Children's Advocacy Center's (WCCAC) mission is to provide hope, healing, and justice for children and families impacted by abuse, violence, and exploitation in our community. We envision a community where children grow up safe and free from abuse. From the environment we create to our expertly trained staff, we strive to reduce the emotional trauma for children and their non-offending family members.

The culture of the Williamson County Children's Advocacy Center is built on our shared core values – Compassion, Integrity, Community, and Visionary. Compassion and Integrity mean that we work together and make decisions for the greater good – with open, honest, and respectful communication, taking responsibility for what we do and say. Community means that we provide a safe, welcoming, supportive environment that encourages balance, wellness, and team spirit; we create connections through acts of service both inside and outside the organization. Visionary means that we learn from our failures, following our relentless curiosity and striving to improve, learn, and grow by asking questions, seeking knowledge, and stretching beyond our comfort zone.

We hire, fire, review, reward, and recognize our teammates based on these characteristics, so it's important that you share these values in order to be part of our team.

#### **POSITION OVERVIEW**

The Williamson County Children's Advocacy Center (WCCAC) is a nonprofit that provides free services to child victims of abuse and their non-offending caregivers and other family members.

Under the supervision of the Client Services Supervisor, the Family Support Specialist serves as the liaison between the Children's Advocacy Center and the victim and their non-offending caretakers.

**Reports To:** Client Services Supervisor

**Commitment Type:** Full Time (40 hours a week)

**Base of Operation:** Georgetown, Texas

**Salary:** Based on Qualifications, Non-Exempt

**Benefits:** IRA 3% matching; 529 Education Saving Plan; Health, Dental, Vision, Life and AD&D Insurance; Medical Bridge and Insurance Cafeteria Plan; Employee Assistance Program (EAP); PTO; Military Leave Policy; Bilingual Stipend (Spanish)

#### **Responsibilities**

- Assist 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.
- Provide the child and non-offending caretakers with referrals and resources to counseling and other needed social services.
- Provide on-going case management services to clients when appropriate.
- Provide crisis intervention services and coordinate immediate assistance as needed, including conducting a trauma screening tool for all children who present at the CAC for SXAB, severe PHAB, witness to violent crimes, human trafficking, and fatality cases.

- Complete suicide risk assessments for children who have risk factors or show suicidality on trauma screening tools.
- Follow a response protocol and safety planning for children with high risk of suicide.
- Participate in mental health staffing.
- Utilize case tracking system to document client interaction and services.
- Utilize a system to track client and family attendance at initial mental health appointments and work with the therapy team when families have barriers to participating in therapy.
- Ensure cross-team communication occurs when therapy treatment ends early.
- Provide assistance to leadership regarding the development and maintenance of the Family Support Services Department.
- Participate in clinical case staffing with the Client Services Supervisor
- Provide support by supervising and interacting with children of all ages.
- Maintain current training and information on working with child abuse victims and their family members.
- Provide on-call support through staff rotation.
- Maintain records and submit timely, accurate statistical reporting as needed.
- Maintain confidentiality requirements regarding all client information.

#### **Additional Duties**

- Participate as an active member of the Multi-Disciplinary Team (MDT) and attend monthly/bi-weekly meetings.
- Attend trainings as directed by the Client Services Supervisor.
- Provide content and assistance for program-related funding applications.
- Participate in agency activities and events.
- Provide guided tours of the Center for community members when requested.
- Provide front-desk support as needed.
- Address needs and provide development support to volunteers as needed.
- Perform other duties to support the overall mission and functioning of the organization, as assigned.

#### **Minimum Qualifications and Skills**

- ***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 Bachelor's 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. DFPS, Law Enforcement, 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; stay flexible and positive in a non-profit setting.

- Must have the ability to pass annual criminal and DFPS background checks, as well as the National Sex Offender Public Website and SafeSport registries.
- 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.

**Preferred Qualifications and Skills**

- Knowledge of or experience with DFPS, Law Enforcement, and /or CACs
- Knowledge of Crime Victims' Rights, Crime Victims' Compensation, Texas VINE, Protective Orders
- Bilingual fluency in Spanish and English is not required but is a definite plus.

**Reasonable Accommodations Statement:** *To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the functions required.*

This is a grant-funded position that is expected to be ongoing.

Occasional weekends and after-hours may be necessary for emergency interviews. We provide 24/7 emergency coverage to law enforcement and DFPS for child interviews and medical exams.

To APPLY, please email a cover letter, three references, and resume to [wccacinfo@wilcocactx.org](mailto:wccacinfo@wilcocactx.org) with the subject line "Family Support Specialist – Applicant".