



Position Title: Bilingual Advocate/Multidisciplinary Team Coordinator
Position Status: Hourly/Non-Exempt
Reports To: Executive Director

Position Summary:

The Bilingual Advocate is responsible for direct services (crisis intervention, support and referrals) to children, parents and families who visit River Bridge Regional Center for forensic interviews, mental health treatment and/or medical exams. The Advocate ensures that children and families are informed of and understand the ongoing events during the investigative and legal process.

The Multidisciplinary (MDT) Coordinator keeps team members connected and ensures timeliness and continuity of case management. The coordinator ensures the effectiveness of the collaborative process and that services can be delivered to our families in an efficient and effective manner. S/he assures data collection is accurate and timely, prepare reports for program leadership review and grant purposes, provide support to staff in data entry and collection efforts.

Essential Responsibilities:

- While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close and mid-range vision
- Assists families in understanding the process and steps that occur during the investigation of the crime. This includes, but is not limited to, helping the victim and family understand: the forensic interview process, the medical exam, how to access mental health services, the role of law enforcement and child protective services, and typical court proceedings
- Provides families with available community resources and links them to those services when needed. Assist with mental health and medical referrals
- Engages in a process in which victims are treated with fairness, respect, and dignity as well as freedom from intimidation, harassment, or abuse
- Works closely with other victim services agencies in the community to ensure seamless coverage, transition for clients and non-duplication of services
- Provides victim compensation and victim rights information for every RBRC client.
- Help families connect with the investigating officers and/or caseworkers to obtain updates on the status of the investigation of their case
- Attends Court with clients for support
- Provides support and follow up for families face to face who attend ongoing therapy at RBRC

- Provides follow-up support for families over the phone or on site at RBRC
- Creates and/or updates information and parent packets, brochures and handouts
- Assists with the Outcome Measurement System (OMS) (questionnaires/surveys) regarding received services at the center and works with volunteers to conduct follow up survey phone calls
- Participates in a Victim Services community group
- Schedules and coordinates interviews, mental health and medical appointments and/or case reviews in conjunction with other RBRC staff
- Attends trainings for on-going education and career development
- Provides playroom supervision as needed
- Contributes to the development of River Bridge Regional Center family advocate program
- Participates in case review and provides verbal updates pertaining to services provided for case review information with multi-disciplinary team members
- Ensures that efficient and productive case collaboration is carried out
- Develops strong working relationships with MDT and addresses conflicts through effective communication and active problem solving
- Consults, advises and assists colleagues within the Team
- Maintains and updates files, case lists and statistical tracking
- Assists with data entry and ensures MDT case review and services provided information is documented
- Conducts community outreach activities including but not limited to social media, press releases, community surveys, and newsletters
- Gathers data on performance metrics to facilitate the review of program effectiveness.
- Annually reviews the RBRC cultural competency plan and conducts cultural competency activities on a regular basis
- Assists in fundraising and donation building activities
- Performs other related duties as assigned

Minimum Requirements:

- Bachelor's degree preferred in social sciences with an emphasis in criminal justice, psychology, counseling, social work, or another related field
- Experience or professional training in victim advocacy and the criminal justice system is preferred
- Proficient in Microsoft Office (Word, Publisher, and Excel), Google and Dropbox
- Knowledge of community resources and how to access them
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner

- Working knowledge of characteristics and dynamics of abuse, neglect, victim/offender cycle, substance abuse, domestic violence, and trauma
- Concise grammatical skills, excellent oral and written communication skills
- **Bi-lingual required**
- A wide degree of creativity and latitude is expected

Employee Acknowledgement:

I have read and understand the duties and responsibilities as outlined in this job description.

Print Name

Signature

Date