



Position Title: Family Advocate
Position Status: Hourly/Non-Exempt
Reports To: Executive Director, River Bridge Regional Center

Position Summary:

The Family 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 Advocate also assists in day-to-day administrative functions of the center.

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 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.
- Assists clients with understanding and completing crime victim compensation and provides 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 phone calls for families.
- Creates and/or updates information and parent packets, brochures and handouts.
- Manages the Outcome Measurement System (OMS) (questionnaires/surveys) regarding received services at the center and works with volunteers to conduct follow up survey phone calls.
- Develop relationships and understanding the roles of all Center staff, multidisciplinary team members, victim services groups, and partner agencies in the community.
- Regularly attends and participates in a Victim Services community group.
- Schedules and coordinates interviews and/or case reviews in conjunction with the Forensic Interviewer and the Executive Director.
- Attends trainings for on-going education and career development.
- Provides playroom supervision of children as needed.

- Contributes to the development of River Bridge Regional Center family advocate program.
- Ensures that all client, referral, forensic interview, victim services, case review, mental health and medical information is entered into the NCAtrak database system in a timely manner.
- Performs other related duties as assigned.

Additional Duties may include:

- Assists with medical and mental health billing.
- Prepares meeting documents and composes letters.
- Prepares and assists in organizing trainings and meetings.
- Creates typed materials, scans, and copies.
- Prepares and assists in completing necessary forms and maintaining appointments.
- Answers phone calls, routes calls as needed, and provides general information to callers.
- Responsible for office supplies including maintaining appropriate inventory.
- Prepares correspondence including but not limited to, thank-you cards, inquiry packets, development paperwork, and reports.
- Participates in fundraising activities for the Center.

Minimum Requirements:

- Bachelor's degree preferred in social sciences with an emphasis in criminal justice, psychology, counseling, social work, or another related field
- Bilingual preferred
- Experience or professional training in victim advocacy and the criminal justice system is preferred
- Proficient in Microsoft Office (Word, Publisher, PowerPoint and Excel)
- Proficient in Google Mail, Documents and Drive
- Proficient in Dropbox
- Database maintenance experience
- 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
- 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