



Family Advocate & Community Engagement Coordinator

REPORTS TO: DIRECTOR OF FAMILY ADVOCACY AND COMMUNITY ENGAGEMENT

COMPENSATION: COMMENSURATE WITH EXPERIENCE

EXEMPT STATUS: SALARIED, NON-EXEMPT

COMMITMENT TYPE: FULL-TIME

BASE OF OPERATIONS: ROCKWALL, TX

JOB SUMMARY:

The Family Advocate and Community Engagement Coordinator assists with two program areas: Family Advocacy and Community Engagement. This position will work in partnership with other CACRC staff, and all multidisciplinary team (MDT) members to mobilize and strengthen the MDT approach to the prevention, intervention, investigation, treatment, and prosecution of child abuse. This position is responsible for providing support services to child victims and their non-offending family members that are clients of the CACRC. This position will also assist in coordinating CACRC community engagement programs, including community outreach, prevention education and training, and the volunteer program.

ESSENTIAL FUNCTIONS:

- Assist non-offending caregivers with intake paperwork, explaining the role of the CACRC, the process of an interview, services offered at the CACRC, and their rights as victims
- Serve as first point of contact for calls coming in to CACRC
- Provide clerical duties and administrative support as needed
- Maintain effective team dynamics during stressful situations
- Serve as a liaison between Children's Advocacy Center clients and members of the MDT
- Assess client needs for CACRC services and community resources, making referrals in accordance with agency protocol
- Inform non-offending caregivers about the coordinated MDT response to allegations
- Provide families with education regarding the dynamics of child abuse
- Provide information and support for Crime Victims Compensation and VINE as applicable
- Encourage family to utilize recommended services
- Provide childcare and oversight as needed when caregivers meet with MDT members
- Educate families about the medical evaluation, assist with scheduling, and arrange for accompaniment as requested
- Conduct follow up services within the appropriate time frames
- Provide court education and accompaniment as needed
- Meet with MDT members during case staffing and participate in MDT strategy sessions
- Document services provided for timely reports
- Provide initial caregiver and follow-up surveys
- Assist with coordination of family advocacy programs (i.e. Back to school, Holiday Assistance, etc.)
- Establish and maintain positive working relationships with schools, faith-based organizations, childcare facilities, community agencies, and community groups to educate and train
- Participate in scheduling and presenting educational/awareness activities and trainings
- Attend community meetings and network with local professionals
- Work with direct supervisor to implement volunteer recognition including annual recognition event
- Coordinate family care and group/corporate volunteers
- Assist in fundraising efforts as needed
- Assist with and attend community awareness events as needed
- Other job duties as requested by Director of Family Advocacy and Community Engagement

JOB REQUIREMENTS AND QUALIFICATIONS:

Education:

- Bachelor's degree in human services, social work, counseling, psychology, sociology, or related field **OR** a minimum of four years of full-time experience in a social service setting

Experience:

- Two year's work experience with child abuse victims and their families
- Public speaking experience preferred

Knowledge Requirements:

- Must possess the ability to read, write, and speak English fluently
- Bilingual (Spanish/English) fluency is highly desirable but not required
- Strong interpersonal skills and ability to maintain professional boundaries
- Ability to communicate well orally and in writing
- Possess a high level of cultural intelligence to ensure that services are assessable and tailored to meet the individual and unique needs of clients, community members, and the MDT regarding culture, development, and special needs
- Ability to multi-task and work with diverse perspectives
- Excellent computer and technology skills, including proficiency in Microsoft Word, Excel, and PowerPoint, as well as the ability to learn and use web-based software
- Possess ability to collaborate and interact well with team members from various disciplines
- Knowledge of community resources
- Ability to maintain composure and professionalism under pressure of deadlines

Physical Requirements:

- Sitting, standing, walking, bending, stooping, reaching squatting, kneeling and other movement required in working with children
- Lifting of office materials (up to 25 lbs.)
- Moderate independent travel by private auto required

Other Information:

- Position involves some evening, weekend, and holiday hours
- Travel may occasionally be required for educational or business purposes. It is not anticipated that any travel would last more than 2-3 days
- Must have valid driver's license and proof of liability insurance and reliable transportation
- Expected completion of the CACTX Family Advocate Training Program, including Family Advocacy 101-301 trainings (or equivalent) within their first year of employment
- Expected participation in professional development activities (ie: regular peer review, related literature, and continuing education)
- Employment is dependent upon the successful completion of a background check, including criminal and DPFS clearances

If you have the qualifications outlined, and are interested in applying for this position, please send a cover letter and resume to: Applicant@rockwallcac.org

The Children's Advocacy Center for Rockwall County is an Equal Opportunity Employer.