



Bilingual Family Support Case Manager/ Forensic Interviewer

SUPERVISED BY: Program Manager

BASIC FUNCTION: The Family Support Advocate is responsible for promoting a child friendly, supportive environment at the Children's Advocacy Center by providing support, information, and community resources for children and their families who must participate in an investigation of child abuse or child witness to a crime.

REQUIREMENTS:

1. Bachelor's degree in Behavioral Sciences preferred or 3-5 years' experience in a related field.
2. Highly motivated, possessing organization skills with attention to details, and ability to handle multiple responsibilities effectively and with discretion.
3. Fluent in English and Spanish.
4. Independent worker and able to function as a team player with initiative and flexibility.
5. Knowledge of child abuse system and the family dynamics of child abuse.
6. Excellent people and communication skills.
7. Computer literate.
8. Willingness to attend related training in child abuse and victim advocacy.

VICTIM SUPPORT RESPONSIBILITIES:

1. Provide crisis support to children and their families who visit the Children's Advocacy Center to include but not limited to: greeting families, explaining role of the Children's Advocacy Center in the process of investigation, being aware of reason for the child's visit, supporting and providing system education to the non-offending parent when the child is interviewed, supporting and supervising children, providing information concerning the system as required, and providing community referrals.
2. Maintain a clean, healthy, and safe environment.
3. Participate in team preparation for the interview process to include gathering case information and preparing intake forms.
4. Prepare, update, provide and review Parent Resource Packets and other necessary information to visiting parents.
5. Provide support during medical exams when necessary for the child and non-offending parent.
6. Provide resource referrals to children and their families and facilitate linkage when necessary.
7. Provide support for court or Grand Jury to children and non-offending parents as needed and requested.
8. Ability to conduct forensic interviews with child victims in both English and Spanish.
9. Provide phone follow-up support for children and families.
10. Maintain case tracking to include filing decisions with the District Attorney's office.
11. Track case developments for review at internal case review process.
12. Develop, update, and maintain files and available information on community resources.
13. Actively promote multidisciplinary approach to investigations by assisting with facilitation and attendance at "Case Review" process.
14. Coordinate and provide extended crisis support for non-offending parents and victims.

15. Participate and promote forensic interviewer peer review process.
16. Attend relevant training as requested.
17. Serve as backup to the MDT/Intake Coordinator as needed.

CLERICAL RESPONSIBILITIES

1. Schedule interviews.
2. Maintain daily log and files of all interviews
3. Enter cases on NCAttrak and update as appropriate.
4. Answer phones as need.
5. Assist with grant reporting as requested.
6. Other clerical duties, as assigned by the Intake Director or Executive Director, to include but not limited to: typing correspondence and reports, developing and maintaining forms, bulk mailing, etc.

COMMUNITY OUTREACH

1. Serve on community task forces and committees as assigned.
2. Provide training as requested.
3. Participate in community awareness activities.

OTHER TASKS AS ASSIGNED

I understand that this a 1.0 FTE position, based on 40 hours per week. Benefits allowed as per personnel policies are based on 1.0 FTE.

I understand that there is an initial six-month probationary period from date of hire, with a review by Director at the end of the six-month probationary period.

Please send all resumes to Amanda Ribal at aribal@cacjc.org with the job title in the subject line.