



Family Support Advocate

Location: Albany, Oregon
Reports To: Clinical Manager
Status: Full-Time (Non-Exempt)

At ABC House, our people are passionate about breaking the cycle of child abuse and neglect by supporting children as they find their voice, and helping children and families heal and thrive. Our core services include forensic medical exams and interviews to help identify child maltreatment, trauma counseling and family support services, and prevention and awareness education for the community. We envision a world in which every child has the opportunity to be happy, healthy and safe; parents and caregivers understand the impact of their actions on children; and our community actively and vocally stands up to child abuse and neglect. Join our team to help make a positive impact in a child's life today!

ABC House offers a culture of respect, teamwork, integrity and pride as well as competitive wages based on experience and a generous benefits package including 100% employer-paid medical, dental and vision insurance for the employee, EAP program, paid holidays and a generous paid time off plan.

ABC House is an equal opportunity employer committed to respectful, quality care to children and their non-offending family members from diverse racial, ethnic, religious, and non-traditional family forms.

Primary Responsibilities

The Family Support Advocate is responsible for providing support and referral services to children and non-offending family members who visit ABC House. The goal of advocacy services is to minimize trauma from the assessment process for children and family, and to help ensure that their service needs are met.

Principle Responsibilities include but are not limited to:

- Provide on-site family support and referral services for clients and their non-offending family members
 - Prepare intake paperwork and resource material for client and caregiver.
 - Orient family on appointment process and assist in completion of paperwork, including crime victim compensation application.
 - Provide support to family during the appointment, including identifying needs and making service referrals as needed.
 - Submission of crime victims compensation application as needed

- Provide outreach and follow-up support to clients and non-offending family members until ABC House's involvement with the case concludes.
- Remain abreast of available community resources and referral processes.
- Collaborate as needed and appropriate with other systems-based and community-based advocates to ensure a smooth continuum of support for clients and their non-offending family members.
- Assist with data tracking and outcomes measurement to assess program success.
- Respond to telephone, email and in-person inquiries from community members and make referrals as needed.
- All other duties as assigned

Qualifications and Experience

- Bachelor's degree with a minimum of two years providing family support services, or equivalent work experience, preferred.
- Bilingual-bicultural Spanish speaker preferred.
- Excellent interpersonal skills, including a warm and approachable demeanor.
- Demonstrated experience in building rapport with children and adults potentially impacted by trauma.
- Ability to cultivate referral partnerships with other community organizations.
- Strong computer skills, including Microsoft Office suite and database programs.
- Ability to successfully complete criminal background check and child abuse registry check.

To apply: All qualified applicants interested in this position are encouraged to apply by emailing a completed application and cover letter to hr@abchouse.org. Please include "Family Support Advocate Application" in the subject line. Applications accepted until January 20th, 2020, at 5 pm. No calls please.

ABC House is a drug-free work place.

Under the provisions of the Immigration and Reform Act of 1986, the candidate will be required to provide evidence of identity and eligibility for employment.