



THE  
**TRINITYCENTER**  
SERVING SURVIVORS OF VIOLENCE AND ABUSE

**Douglas County Child Advocacy Center**  
**Family Advocate**  
**Job Description**

**General Description:**

To provide trauma informed support services to non-offending caregivers of child victims of abuse, neglect, exploitation, and/or witnessing a crime. The family advocate will utilize a strength-based approach to provide crisis intervention, court and medical accompaniment, advocacy throughout the criminal justice process, education, intensive case management, and referrals for state and local community resources.

**Specific Duties:**

- Provides crisis intervention and emotional support to child victims and their non-offending caregivers via the crisis line, in person, and forensic services accompaniment.
- Establishes trusts and collaborates with non-offending caregivers to identify needs and provide intensive case management services.
- Acts as a liaison between the child, the non-offending caregiver and law enforcement, medical personnel, and prosecution in order to provide a continuum of care.
- Provides follow-up and coordination of services for child abuse cases beyond the initial report as identified by law enforcement, hospital staff, and other social services agencies.
- Develops and maintains rapport with local and area social service agencies, victim service agencies, law enforcement, prosecution, healthcare providers, and other organizations.
- Facilitate psycho-education groups, workshops, and/or support groups for non-offending caregivers.
- Responsible for all aspects of the client intake process, including data collection, file management and database input.
- Accurately maintains case records.
- Serve as back up to child advocate and intake coordinator.
- Participates in the interaction of volunteers, interns, and staff in program planning, program execution, and service provision.
- Attends and participates in staff meetings, MDT, workshops, seminars, and related training sessions as needed or require.
- Develops, maintains, and submits appropriate form, reports, and records needed for the necessary documentation to meet funding requirements.
- Provides on-call and back up crisis intervention for the crisis line and medical accompaniment.
- Performs all other related duties as assigned by the Director or Program Manager.

**Preferred Qualifications:**

- Master's degree in Social Work or related field.
- Bilingual (English/Spanish) preferred.
- Previous work experience in human services, social services, or mental health.
- Working knowledge of family dynamics, dynamics of child abuse, crisis intervention, and trauma.

**Minimum Qualifications:**

- Undergraduate degree in relevant field (social work, psychology, human services, etc.) with at least 1-3 years of case management experience.
- Competent knowledge and understanding of the issues surrounding child abuse.
- Ability to organize and maintain accurate records.
- Excellent communication skills and ability to work with clients of varying ages, cultures and developmental abilities.
- Exceptional organizational, time management, communication, and crisis resolution skills.
- Experience and ability to partner and collaborate with a high functioning team and network of partners.

**Job Related Requirements:**

Most have dependable transportation, valid Georgia driver's license, automobile liability insurance.

Must be able to pass criminal background check.

**Hours Required:**

40 hours per week and crisis