

**THE WOMEN'S CENTER
JOB DESCRIPTION**

JOB TITLE: Family Advocate

POSITION: 40 hours a week – some evenings and weekends required

CLASSIFICATION: Non Exempt

DEPARTMENT: Advocacy

REPORTS TO: Director of Counseling & Advocacy

SALARY GRADE/LEVEL/RANGE:

LOCATION: 726 N. EAST AVE. AND 505 N. EAST AVE.

MISSION

The mission of The Women's Center is to provide safety, shelter and support to empower all impacted by domestic abuse, sexual violence, child abuse and trafficking.

SUMMARY/ OBJECTIVE: The primary responsibilities of this position is to provide parents and caregivers of children affected by trauma, resources, and techniques to assist in strengthening the parent-child relationship, as well as to provide crisis intervention, support, information and referrals to non-offending parents/caregivers of child abuse victims in coordination with The C.A.R.E. Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide one on one and family support sessions focused on parenting techniques and strengthening the parent/child relationship.
- Development and facilitation of parenting support groups and workshops.
- Provide outreach to other providers serving grandparents and other relative caregivers.
- Provide families with written materials regarding internal and external referrals, victim's rights information, and crime victim compensation as well as information and resources on the dynamics of child abuse, domestic and sexual violence and parental discipline techniques as appropriate.
- Meet with caregivers as child is being interviewed at The C.A.R.E. Center, providing crisis intervention, emotional support, information regarding the next steps in the legal process, child abuse and system roles and empowering the non-offending parent to provide support to her/his child(ren).
- Assist caregivers with managing their own emotions so the caregiver is better able to provide the necessary support for the child(ren).
- Ensure the timely completion of all required paperwork, case notes, and enter statistics in client database for both TWC and The C.A.R.E. Center.
- Provide staff support to program committees as well as participation in Women's Center and C.A.R.E. Center staff meetings.
- Coordinate referrals with county and community providers.
- Collaborate with partner agencies for multi-disciplinary case staffings.
- Maintain positive and cooperative working relationships with members of the Multi-Disciplinary Team.

- Provide follow up services and limited case management to families.
- Provide community outreach and off site group facilitation.
- Participate in maintenance of physical facility and housekeeping duties when appropriate and as needed.
- Adhere to organizational compliance with all local, state and federal regulatory agencies.
- Ensure compliance with all safety and work rules and regulations. Ensure the maintenance of departmental housekeeping standards.
- Maintain respect and confidentiality of all clients utilizing services.
- Complete other duties as needed and/or requested by supervisor to align with mission and vision of the organization.
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QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Bi-lingual Spanish/English preferred.

KNOWLEDGE, SKILLS:

- Knowledge of child maltreatment, family violence and domestic violence.
- Knowledge of investigative and prosecutorial processes required.
- Strong advocacy and counseling/crisis intervention skills, including group facilitation skills.
- Excellent communication and public speaking skills, written and oral – talking and writing effectively in order to convey information appropriately to needs of the audience.
- Proficient with Microsoft Office Suite.
- Excellent organizational skills and attention to detail.
- Ability and willingness to work both individually and as part of a team with other staff in provision of services to clients.
- Active listening — giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — understanding written sentences and paragraphs in work related documents.
- Time Management — managing one's own time effectively.
- Service Orientation — actively looking for ways to help people.
- Coordination — adjusting actions in relation to others' actions.
- Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- Judgment and Decision Making — considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

EDUCATION/EXPERIENCE:

A four year college or university degree in Social Work, Counseling or other related field is preferred, though relevant work experience may be considered in lieu of a degree **LANGUAGE SKILLS:** Ability to read, write and comprehend English. Bilingual Spanish/English preferred.

REASONING ABILITY: Ability to utilize critical thinking- such as using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

CERTIFICATES, LICENSES, REGISTRATIONS: Requires a valid Wisconsin Driver's license and proof of insurance.

OTHER SKILLS AND ABILITIES:

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This is a largely sedentary role; however, some filing is required. This would require the ability to lift up to 25 pounds.
- May require some movement up and down stairs and between buildings.

WORK ENVIRONMENT: The Work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

- The employee frequently performs work-related travel.
- Works predominantly indoors, but will need to go between different buildings.
- The noise level in the work environment is usually moderate.

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

AAP/EEO: The Women's center is an equal employment opportunity and affirmative action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, age, protected veteran status, status as a qualified individual with a disability, or any other characteristic protected by law.

This Job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

Signatures: