



Bilingual Family Advocate

Summary of Position:

- This position is responsible for engaging with families who have a child that has experienced alleged sexual, physical abuse or neglect. The Bilingual Family Advocate is responsible for educating and informing families of resources available to assist them in recovery. This position reports to the Case Manager.

Essential Job Functions:

- Attend case staffing and bi-weekly case review.
- Meet with English and Spanish speaking families and explain the interview process, provide information regarding Oklahoma Victim Crime Compensation, medical exams, provide community resources, and answer questions from the parents/caregivers.
- Assist with crisis intervention and assessment for all stages of involvement with the CAC
- Assist with information sharing between family and investigators when appropriate
- Serve as a liaison for the Care Center and families with other service providing non-profits in the OKC area.
- Work as a linkage person for Bilingual families for services to benefit their movement through cases. This will require outreach at times for services in the community, especially with other Bilingual services.
- Manage information collected and overall statistics for the CARE Center by use of NCATrak as well as communicating with staff to make sure all information is regularly inputted.
- Provide ongoing case management and care for the life of the case
- Provide scheduled follow up with community resources and therapy referrals to ensure access to services for families
- Use NCA Tracking to enter data from advocacy meetings
- Ensure Outcome Measurement Surveys are offered to families post visit, and that the follow up survey is conducted within 6 weeks of initial visit.
- Follow up with families to make sure all questions have been answered and needs have been met, coordinate notes and emails for future contact.
- Offer resources from throughout the community such as food, clothing, transportation, and other services as need to aid in families throughout their healing process.
- Maintains working knowledge of accreditation standards of National Children's Alliance, Task Force Protocol, and applicable laws as needed.
- Other duties as assigned.

Skills and Abilities:

- Strong communication skills, both verbally and in writing in English and Spanish.
- Must be self-motivated.
- Must be flexible and able to multi-task.
- Must be able to respond well under stress and deadlines.
- Must be able to interact with other agencies and departments for accurate resolutions to problems and aid for families.
- Ability to react and adapt to changing situations appropriately.
- Bilingual required

Knowledge, and Education requirements:

- Bachelor's Degree in Social services or other related field preferred; will accept relevant experience in exchange for degree.
- Remain up to date on best practices for Family Advocacy.
- Working knowledge of law enforcement and child welfare systems.
- Maintain an up to date knowledge of resources for family throughout Oklahoma County.
- Requires an awareness of family systems and crisis interventions.
- Must have be proficient in computer applications.
- Must be able to pass a nationwide background check.

Working Conditions:

- Majority of work will be performed with in a climate controlled office setting with little exposure to excessive noise or dust.

The above is intended to describe the general requirements for the performance of this job and is not to be constructed and an exhaustive statement of essential functions, responsibilities or requirements.