



Dee Norton

CHILD ADVOCACY CENTER

Position Title: Bilingual (Spanish/English) Family Advocate
Exempt/Non-Exempt: FT Exempt
Title this Position Reports to: Director, Clinical and Forensic Services

Job Summary:

As a member of a clinical support team, the Bilingual Family Advocate ensures that all clients referred for a concern of abuse or neglect receive a coordinated response. This will enhance the client's experience internally through client orientation and case coordination of Dee Norton services, and externally by providing client support with accessing services in the community and tracking the utilization of those services. The Bilingual Family Advocate will accomplish this by providing direct, hands-on support and assistance across a continuum of Dee Norton services in both English and Spanish. Additionally, the Bilingual Family Advocate develops and maintains effective, professional, and collaborative relationships with others in the community, especially in Hispanic and Latino communities.

Job Details:

Client Orientation

- Engage families in Dee Norton forensic and mental health services.
- Orient clients to Dee Norton services, coordinate service delivery and ensure that proper support and assistance is provided across a continuum of services provided by Dee Norton (intake, clinical services, multi-disciplinary case coordination, medical, follow-up, and referral services.)
- Initiate the clinical record and assist clients with completing initial consent forms and ensure that initial documentation, insurance information and all other necessary documentation is properly completed and included in the clinical record.
- Interact with partner agencies in obtaining collateral reports and information necessary for the completion of clinical assessments and potential follow up services and to aid in family engagement of requested services.

Clinical Services, Case Coordination, and Outreach

- Maintain thorough and accurate records of all requests for services, and document all follow up coordination. This is to include entering necessary documentation in appropriate databases.
- Support Therapists/Forensic Interviewers by following up with families according to the established case management process.
- Assist families with accessing referred services by scheduling appointments, making reminder calls, coordinating transportation, providing information from therapist, etc.
- Identify and disseminate existing resources to families.
- With appropriate releases, and in coordination with Therapists, request information from other service providers and disseminate information to other service providers.
- For assigned clients, actively participate in Dee Norton Multidisciplinary Team Staffings with community partners, as well as Internal Case Review meetings with clinical staff, to ensure efficiency of service delivery.
- Assist with conducting Mental Health and Caregiver Assessments as needed.
- Consult with Clinical-Forensic Services Team Supervisors and the Director of Clinical Services on service requests, as needed.
- Provide advocacy support and accompany families receiving Dee Norton services during the legal process including court accompaniment.
- Close and file client charts when appropriate.
- Foster relationships with partner agencies to assist in case coordination.

Assist with Program Evaluation

- Data entry of relevant materials.
- Provide children and family members with self-report assessment instruments as appropriate to

be used in gathering information for treatment, program evaluation and research. Score, record, and track these assessments.

- Collect necessary data both from Dee Norton personnel and outside agencies to support case tracking and grant reporting.
- Work with Grants and Program Evaluation Department to aid in program evaluation and research.

Bilingual-Specific Duties and Responsibilities

- Be available to provide Spanish-Language back up advocacy to Dee Norton staff, as needed.
- Assist Clinical and Community Programs staff in soliciting groups and venues for educational purposes in Spanish.
- Obtain and/or maintain DSS approved Spanish Language Interpreter Certification necessary to provide Spanish-English translation during forensic interviews and forensic medical exams.
- Assist in translating agency documents and information into Spanish as needed.
- Assist in Spanish-language outreach efforts.

Other Responsibilities

- Adhere to Dee Norton's Vision, Mission and Core Values.
- Attend appropriate training workshops and conferences.
- Ensure direct supervisor and/or the Executive Director is knowledgeable about any issues that impact the safety, functioning and management of Dee Norton.
- Attend departmental and organizational meetings.
- Meet any other needs as identified by the ED and/or Leadership Team.
- Abide by federal and state confidentiality and privacy requirements, as well as all Dee Norton Policies and Procedures.
- Abide by and meet all grant requirements and objectives.
- Participate in a minimum of four public awareness programs and/or fund raising events annually on behalf of Dee Norton.
- Provide training, support, and evaluation of volunteers and interns assigned to this position, including verification of observation logs, as requested by supervisor.

Requirements:

Background Experiences

- BA/BS in Social Work, Human Service-Related Field, or equivalent experience required. Master's in Social Work or Clinical Counseling preferred.
- Fluency in writing and speaking Spanish and English required.
- SCDSS approved Spanish Language Interpreter Certification preferred.
- At least one-year experience in a mental health, social services or related agency.
- Working knowledge and prior experience of community resources in the Lowcountry area, especially in the Hispanic and Latino communities.
- Experience in training/education delivery preferred.
- Competency and experience with computer software related to word processing, databases, and desktop publishing (including, Microsoft PowerPoint, Word, and Excel).
- Other combinations of experience and education that meet the minimum requirements may be substituted.

Knowledge, Skills and Abilities (KSAs)

- Understanding of child abuse dynamics and understanding of current trends in the field of prevention and community education.
- Demonstrated ability to excel in interpersonal and intercultural communication skills.
- Demonstrated ability to engage individuals in community services.
- Possess creative problem-solving skills.
- Exceptional attention to detail and commitment to accuracy.
- Demonstrated high quality interpersonal, written, and verbal communication skills.
- Strong organizational skills with a demonstrated ability to manage multiple tasks and responsibilities.

- Excellent computer skills with knowledge of Excel, Word, Access, and Outlook.
- Ability to work well in multicultural teams and with diverse constituencies.

Competency Profile/Core Values Alignment

- Contribute to an environment of trust and mutual respect.
- Maintain a high level of personal responsibility and ownership .
- Ability to work as a team member with a strong commitment to collaborative work with both internal and external partners.
- Demonstrated ability to establish and promote positive professional relationships, and actively contribute to creating a highly cooperative work environment.
- Desire to continually improve, seek learning opportunities and increase individual and organizational capacity.
- Ability to take initiative and manage multiple responsibilities with changing priorities and meet deadlines.

Physical Requirements:

In this position an employee is frequently required to stand, walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 15 lbs. Must be able to work on a computer and/or telephone for extended periods of time.

Employee Conduct:

It is the responsibility of every employee at Dee Norton to contribute to a positive work environment through teamwork, positive, honest and effective communication, and professional interactions with co-workers, volunteers, clients and community partners.