

**Foothills Child Advocacy Center**  
**Job Description for Family Services Coordinator**

The Family Services Coordinator is responsible for the day-to-day operations of the Foothills Child Advocacy Center's family support services programs and multidisciplinary team (MDT). This position provides victim advocacy and support services to the families of children who are alleged victims of criminal child maltreatment, including but not limited to sexual abuse, physical abuse, neglect, and witness to domestic violence. This support includes coordinating case review by the Charlottesville and Albemarle Multidisciplinary Team.

The non-offending caretaker's response to child sexual and physical abuse is the most important factor that will determine the psychological outcome for the child victim. The goals of this position in fulfilling the mission of Foothills Child Advocacy Center are to strengthen the role and responsibility of the non-offending caretaker to become a protective resource for the abused child and to facilitate the MDT case review process in the best interest of the child.

This person provides trauma-informed crisis intervention on behalf of child victims and their non-offending caregivers, including assessment of risk and needs, trauma screenings, parent education, and safety and treatment planning; coordination of services including but not limited to medical and mental health referrals; and follow-up with the non-offending caretakers during the investigative and treatment process to ensure that their needs are being met. This person collaborates with the Center's forensic interviewers and the MDT investigators to ensure that the best possible forensic assessment services are provided. This person also coordinates the Charlottesville and Albemarle MDT meetings, assists with protocols, policies, and procedures, maintains positive relationships with MDT members and agencies, and identifies needs in the MDT process and in the community and works with the supervisor, staff, and MDT on ways to meet those needs. This position shares responsibility for case tracking.

The Family Services Coordinator reports directly to the Executive Director. This job description is subject to change. Nothing herein is a contract for employment.

**Responsibilities**

*Family Support Services Program*

- *Family Care/Crisis Intervention*
  - Gathers information from non-offending caretakers, MDT agencies, and other community professionals to assess children and families for risk and treatment needs.
  - Develops safety and treatment plans with families in coordination with MDT agencies and other community professionals.
  - Provides short-term case management and education to non-offending caregivers to the benefit of the children.
  - Makes referrals to community resources including but not limited to: food, clothing, medical, parenting, mental health evaluation and counseling, substance abuse programs, domestic violence programs, financial assistance.

- Coordinates services from intake of case throughout prosecution and treatment as needed by the victim and family; communicates with families and partners about treatment referral process as required.
- Coordinates case review meetings with Foothills forensic interviewers and interns as needed.
- *Other*
  - Assists in the training of interns in relation to family support/victim advocacy.
  - Maintains data entry and client records in NCAtrak on child maltreatment cases, including service plan, client interaction, referrals, follow-up on referrals, and any additional needs.

#### Multidisciplinary Team (MDT) Program

- *Day to Day Operations*
  - Facilitates or oversees the facilitation of case review, MDT process meetings, and other meetings.
  - Creates and updates agendas for Charlottesville/Albemarle MDT meetings.
  - Attends MDT meetings in surrounding localities as time allows.
  - Assists in scheduling of forensic interviews and works with the Child Forensic Services Specialists and MDT investigators to schedule interviews in a timely manner.
  - Collects initial information from police or CPS for Charlottesville and Albemarle cases, State Police or FBI cases, and other cases as appropriate or needed.
  - Identifies needs in the MDT process and in the community and works with the supervisor, staff, and MDT on ways to meet those needs.
- *Maintaining Best Practices*
  - Stays current on best practices.
  - Assists the Executive Director and coordinates the MDT in the development or revision of protocols, policies, and procedures in accordance with National Children's Alliance (NCA) Standards.
  - Identifies training opportunities and organizes trainings and conferences with the assistance of other staff as needed.
  - Tracks MDT training for mental health professionals and Foothills staff.
  - Assists the Executive Director in developing the National Children's Alliance (NCA) accreditation application, including updating protocols, policies, and procedures in collaboration with the MDT.
- *Communication*
  - Communicates regularly with the Executive Director about the MDT program and shares information about protocol development/revisions, needs, gaps in services, and challenges.
  - Communicates effectively with staff and MDT members and agencies and maintains positive relationships with those members and agencies.
  - As possible, encourages clients to complete caregiver and child surveys that are used in evaluation of Foothills' services.
  - Develops materials that will assist child victims and their families as time allows.

#### Other Duties

- Participates in public education and outreach as time allows.
- Represents Foothills on community taskforces and committees as time allows.

- Attend staff meetings, conferences, and trainings as required.
- Participates in regular supervision.
- Other duties, as assigned by the supervisor.

### **Qualifications and Skills**

- A bachelor's degree in social work or related field from an accredited college or university; a master's degree in social work or a related field from an accredited college or university is strongly preferred.
- At least three years of experience working with children and families.
- At least two years of experience working in the field of child protection, child maltreatment, sexual assault, or with children and families who have experienced trauma.
- Be highly sensitive to the needs and welfare of children and caretakers who have experienced physical and/or sexual maltreatment.
- Be highly self-motivated and able to work independently when required.
- Knowledge of family violence, substance abuse and the dynamics of child sexual victimization.
- Knowledge of child development, specifically stages in cognitive, physical, moral and emotional developmental stages.
- Knowledge of team dynamics.
- Ability to facilitate complex meetings.
- Knowledge of basic computer skills including Microsoft Office, Excel and PowerPoint.
- Ability to supervise student interns.
- Ability to work collaboratively with other professionals.
- Ability to work in a stressful job environment with difficult subject matter.
- Ability to develop logical and creative solutions and be responsible for making sound decisions.
- Ability to be flexible and adjust to a quickly changing schedule and handle distractions and interruptions.

### **Competencies**

- **Interpersonal Skills:** Approaches others in a tactful manner; ability to work well under pressure and respond quickly to challenges; maintains confidentiality; keeps emotions under control; and remains open to others' ideas.
- **Oral Communication:** Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and participates in meetings.
- **Written Communication:** Writes clearly and informatively; edits work for spelling and grammar; and is able to read and interpret written information.
- **Cultural Competency and Humility:** Demonstrates a commitment to lifelong self-evaluation and self-critique of cultural competency; has a proven track record of working well with diverse clients and stakeholders.
- **Teamwork:** Has the ability to work as a team member with individuals from a variety of disciplines; balances team and individual responsibilities; gives and welcomes feedback; contributes to building a positive team spirit; and supports everyone's efforts to succeed.
- **Ethics/Professionalism:** Treats others with respect and consideration regardless of their status or position; keeps commitments; inspires the trust of others; works with integrity

and ethically; accepts responsibility for own actions; follows through on commitments; and upholds organizational values.

- Quality: Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and monitors own work to ensure quality.
- Initiative: Volunteers readily; undertakes professional development activities; and asks for and offers help when needed.
- Planning/Organizing: Ability to work independently; prioritizes and plans work activities; uses time efficiently; sets goals and objectives; and develops realistic action plans.
- Adaptability: Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and able to deal with frequent change, delays, or unexpected events.
- Dependability: Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time; completes tasks on time or notifies appropriate person with an alternate plan.

### **Physical Requirements**

While performing the duties of the job, the employee is required to stand, walk, sit, use hands, reach with hands and arms, talk and hear. The employee must occasionally lift or move up to 25 pounds. Specific vision abilities required include close and distance vision.

### **Other Requirements**

Evening hours are required. Must be willing to work flexible hours. Must have access to a vehicle; possess a valid driver's license and proof of insurance; submit to a pre-employment thorough criminal and child abuse background check and thereafter every three years, and demonstrate proof of legal ability to work in the United States, and, if applicable, demonstrate registration with the Selective Service. Occasional in-state and out-of-state travel is required.

### **Performance Evaluation**

Performance will be evaluated on the ability and effectiveness of the MDT/Family Services Coordinator in carrying out the above responsibilities by the Executive Director.

### **Equal Opportunity Employer**

Foothills does not discriminate against employees or applicants for employment based upon race, color, ethnicity, religion, creed, national origin, cultural background, age, gender, gender identity, sexual orientation, disability, military service, or any other basis prohibited by state law relating to discrimination in employment.