

# Family Advocacy Supervisor Job Description

## GENERAL POSITION INFORMATION

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| TITLE: Family Advocate Supervisor | REPORTS TO: Program Manager             |
| DATE: July 2018                   | FAIR LABOR STANDARD ACT STATUS : Exempt |

## POSITION SUMMARY

The Family Advocacy Supervisor is responsible for supervising and monitoring direct services provided to the children and families at Mission Kids (MK). The Manager of Family Advocacy Services will develop, implement and monitor on an ongoing basis the necessary activities to assist programs to remain in compliance with the National Children's Alliance membership standards, including the Family Advocacy Services along with Case Coordination Services at MK.

## REQUIREMENTS

### ESSENTIAL DUTIES & TASKS

- Provide supervision of Family Advocates and Case Coordinator staff including monitoring and evaluation.
- Assume a leadership role of all new Family Advocates and Case Coordinator staff and provide training for these positions, which consists of development of training schedules, providing binders of material for their position, along with Mission Kids protocols and procedures, while ensuring consistent instruction and supervision.
- Oversee and ensure effective and efficient coordination of scheduling of Mission Kids services with all parties (MDT members, Mission Kids staff, families, etc.), and ensuring coordination of transportation services for families when necessary.
- Provide leadership for policy planning and development/improvement of interagency agreements regarding guidelines and protocols for all intake, transportation, case review meetings, data tracking, and client records procedures at Mission Kids.
- Ensure that documentation of services by Family Advocates and Case Coordinator staff is completed in a timely manner and that documentation is thorough, and accurate.
- Maintain an effective tracking mechanism (NCAttrak) to manage cases from initial referral through medical/mental health intervention and treatment, VCAP, and court attendance.
- Maintain knowledge of VOCA/PCCD grant requirements, including but not limited to, code of ethics, case tracking requirements, certification requirements for staff, etc.
- Maintain knowledge of and adherence to National Children's Alliance standards, particularly regarding Family Advocates and case tracking.
- Maintain and manage resources on appropriate materials regarding sexual abuse for children, families, and the community.
- Regular data collection to track and measure support services to ensure that Family Advocate and Case Coordinator staff performance meets or exceeds Mission Kids goals.
- Distribute reports and statistics regarding mental health, medical exams, court attendance, VCAP, etc.
- Serve as a Family Advocate for support/information to families during the Day-of-Visit to Mission Kids, including explanation of the process, going over the caregiver handbook, all consent forms, sharing of information forms, and VOCA forms.

- Under direction of Program Manager, assess, evaluate, and continuously improve Family Advocate services such as post team meeting with MDT and caretakers, referrals for medical exams and mental health services, follow-up contact, court support, and support of non-offending caregiver services; also provide assessment, evaluation and continuous improvement of multi-disciplinary team relationships and collaboration.
- Other duties assigned related to management and development of Mission Kids as required by the Executive Director, including but not limited to:
  - Organize and keep track of Clearances for all Mission Kids employees
  - Distribute Prosecution Outcome forms to Detectives in a timely manner and document the outcome of a case in NCAtrak
  - Conduct Commercial Sexual Exploitation of Children (CSES) Assessments for the Office of Children and Youth
- Attend appropriate training to enhance and/or maintain skills
- Collaborate on an on-going basis with the FI manager to ensure continuity of services provided by Mission Kids to all MDIT members and families.
- Assume a leadership role in the coordination of general ongoing medical services and mental health services.
- Other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- PC literacy including basic knowledge of Word for Windows and Excel, PowerPoint and data base functions.
- Excellent written and oral communication skills; presentation experience helpful.
- Excellent interpersonal skills.
- Able to travel over night to conference and training requirements.
- Must have valid driver's license or ability to get to programs at various locations.
- Must be able to lift 20 lbs.
- Must have or be able to pass PA State Police, PA Childline and Federal fingerprint screenings.

### **EDUCATION & TRAINING**

- Bachelor's degree in social services, psychology, criminal justice or related field and three years' experience; Master's degree a plus.
- Knowledge and understanding of the dynamics of child sexual and physical abuse.
- Self-development, workshops and other experiences to demonstrate drive for continuing education.

### **PHYSICAL REQUIREMENTS & WORKING CONDITIONS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of safety concern.

#### **Physical Requirements:**

**Light:** *Lifting 0-10 Lbs.*       **Moderate:** *Lifting 0-25 Lbs.*       **Heavy:** *Lifting 25+Lbs*

#### **Working Conditions and Schedules:**

Interacting with

- Co-workers,
- MDT Members
- Vendors,
- Community Members
- Clients.

Office machinery usage

- Phones
- Fax
- Computers

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**Necessary traits for this position:**

Seeing       Hearing       Talking\*       Reading\*       Writing\*

Basic comprehension of English language using the traits\* marked above for purposes of safety, management direction and job responsibility and minimal third party interaction.

Proficiency of the traits\* marked above in the following languages for business letters, memos, customer interaction, presentation, demonstrations, employee direction, audits, etc.:

English       Spanish       French       Other: \_\_\_\_\_

**OCCUPATIONAL HEALTH AND SAFETY**

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace
- Correct utilization of appropriate personal protective equipment

**ACKNOWLEDGEMENT**

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

I have read the above job description. I attest that I can work in these conditions, I am able to perform the essential job functions and can fulfill the basic knowledge/skills/ abilities required to satisfactorily perform this position in addition to any other duties as assigned to me. I will immediately notify my Supervisor if anything arises that would hinder my ability to perform any component of this job description for which I have been hired. Additionally I am able to perform the essential duties and responsibilities with or without a reasonable accommodation as outlined in the Americans with Disabilities Act.

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_