

# Turning Point Job Description

**Job Title: Tree House Children's Advocacy Center Family Advocate**  
**FLSA Status: Exempt**

JOB PURPOSE
The Tree House Children's Advocacy Center Advocate supports the agency by helping meet the mission of Turning Point by providing direct client services.
SALARY
\$35,000-38,000 per year

REPORTING RELATIONSHIPS	
Reports To	Director of Child Advocacy & Sexual Assault Services
Supervises	Interns

RESPONSIBILITIES / ACCOUNTABILITIES		
Responsibility/ Accountability Categories	Key Activities  Outcomes / Exceptional Performance	% of Time (Sums to 100%)
Client Care	<p>Using trauma-informed, client-centered approach:</p> <ul style="list-style-type: none"> <li>• Accompany victims of child and adult sexual abuse to the Child Advocacy Center, hospital or police department during regular work hours and on-call as needed.</li> <li>• Provide intake, trauma assessment, crisis intervention and safety planning.</li> <li>• Provide case management services to include making referrals to community resources, accessing victim's compensation, assisting with address confidentiality.</li> <li>• Ensure coordinated client care with key community partners.</li> <li>• Assist in the coordination of monthly Case Review and maintains agenda. Participate in Case Review and advocates on behalf of clients.</li> <li>• Provide telephone and hotline crisis intervention as needed.</li> <li>• Provide courtroom support and crisis intervention for victims of child maltreatment, including sexual violence, witness to violence, and physical violence.</li> <li>• Assist client with navigating the criminal justice system as it relates to their victimization by providing outreach, information, advocacy, accompaniment, court preparation, and education.</li> <li>• Facilitate support groups.</li> <li>• Assist client with completing DVPO paperwork and coordinates with the Domestic Violence Program, as appropriate.</li> <li>• Act with client in mind and work to meet client expectations to the extent possible.</li> </ul>	

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Administration	<ul style="list-style-type: none"> <li>• Ensure the medical and forensic records are disseminated and stored appropriately.</li> <li>• Maintain accurate, up to date client, program and agency records, including case tracking.</li> <li>• Record and report program statistics accurately and in a timely fashion.</li> <li>• Work to ensure the goals and outcomes for the program are met.</li> <li>• Research, write and manage grant reporting and grantor relationships, as assigned by supervisor.</li> <li>• Adhere to Agency procedures concerning Documentation, Critical Incident Reports and Client Surveys and participate in the Quality Assurance Process.</li> </ul>	
Stewardship	<ul style="list-style-type: none"> <li>• Increase community awareness of victimization, prevention, and available resources through public speaking and media requests as assigned by supervisor.</li> <li>• Support agency mission by staffing at least two events or outreach activities annually as requested by supervisor.</li> <li>• Support agency mission by participating personally in agency and community meetings and committees as requested by supervisor.</li> <li>• Promote and maintain professional relationships with agency staff, intern's volunteers, and community partners.</li> <li>• Facilitate volunteer training as needed.</li> </ul>	
Professional Development	<ul style="list-style-type: none"> <li>• Contribute to quality services by staying informed of developments and trends in the area of trauma and victimization, especially as it relates to therapy, sexual violence, child maltreatment and intimate partner violence.</li> <li>• Maintain and develop skills and knowledge by attending training especially as it relates to child advocacy centers, victimization and trauma; ensure licensure and certifications are up to date needed for the job, and as mandated by the National Children's Alliance accreditation standards.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Contribute to agency effectiveness by performing other agency duties as assigned.</li> </ul>	

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**ESSENTIAL JOB FUNCTIONS**

- The employee is required to travel less than 50% of the time
- Travel may include trips to local meetings and occasional overnight travel to meetings or conferences
- Licensed to drive and maintain all adequate insurance
- Typing
- Data entry
- Proficiency with word processing , spreadsheets, email or presentation software
- Ability to exercise independent judgment and reason objectively
- Identifies problems, takes and recommends appropriate actions, and follows up to ensure problems are resolved
- Ability to communicate effectively in written and oral expression
- Shares information with team members appropriately
- Uses diplomacy and tact to maintain harmonious and effective relationships with staff, clients and community
- Maintain awareness of impact of vicarious trauma and ensure readiness to provide high quality care
- Uses work time productively
- Understand the goals and objective for their department and the agency, and works to achieve them
- Ability to document accurately, concisely and in a timely manner
- Ability to handle a variety of duties
- Ability to handle multiple responsibilities and competing priorities effectively
- Ability to work with and respect a diverse population

**POSITION REQUIREMENTS**

- While performing the duties of this job, the employee is regularly required to sit; use hands to touch, handle or feel; and talk or hear.
- Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**MINIMUM REQUIREMENTS**

Education	BA
Experience	2 years related experience
Certifications	None required
Knowledge and Skills	

**PREFERENCES**

Master’s and License  
 Experience working with victims  
 Experience in human services  
 Spanish speaking

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Employee Acknowledgement

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Turning Point.

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*Employee Signature*

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*Date*