



Come join a committed team of professionals dedicated to service!

Safe Shores –The D.C. Children’s Advocacy Center is an organization striving for excellence as a service provider and as a workplace. Safe Shores values respect, honesty, trustworthiness, professionalism, learning and growth, taking care to give care, innovation, teamwork, and collaboration.

We are currently searching for an experienced **Bilingual Client Advocate**. This is a full-time exempt position, with a salary range of \$58,000 to \$70,000.

COVID-19 Protocol

Safe Shores is currently working in a hybrid work environment.

Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Fully vaccinated means COVID-19 vaccination and any related booster vaccination(s) is required.

Employee Benefits

A summary of robust benefits for newly hired employees include:

- 13 days of paid vacation leave
- 13 days of paid sick leave
- 13 days of paid holidays
- Paid personal leave
- Paid parental leave
- Birthday comp day
- 100 % Employer Paid medical, dental and vision insurances
- Dedicated Employee Assistance Program
- Employee appreciation and wellness events
- Short- and long-term disability insurances
- Life insurance
- 403(b) Retirement Plan (Employer contribution after 1 year of service)
- Professional development

Reasonable accommodations may be available to enable persons with disabilities to perform the essential job duties. The following is a summary of and not an all-inclusive list of the essential job duties.

Summary

The Bilingual Client Advocate provides advocacy, crisis intervention, systems navigation, emotional support, and referrals to both English speaking and Spanish speaking families impacted by sexual abuse, physical abuse, and other forms of violence. The Bilingual Client Advocate works directly with non-offending caregivers, child and teen victims (ages 3 – 17) as well as their siblings. The

focus of advocacy is to help reduce trauma for the child and family members and to improve case outcomes. The Bilingual Client Advocate helps caregivers identify and access services the family may need, provides direct support to the children and teens in the family, and acts as a liaison with the Multidisciplinary Team, supporting the child and family throughout the investigative process. The incumbent is required to participate in an on-call rotation for after-hours and weekend forensic interviewing and advocacy. This position is a mandated reporter for child abuse and neglect under District of Columbia Statute §4-1321.02.

ESSENTIAL DUTIES (Other duties may be assigned)

- Provide support and education to child and family during the forensic interview process; assist caregivers in connecting with needed resources, learning about victim rights, and understanding the multidisciplinary team (MDT) investigation process.
- Provide crisis intervention, safety assessment, risk assessment, and safety planning to caregivers, children, and adolescent clients, as needed.
- Meet with non-offending caregivers to assess social service and victim's compensation needs, connect them with child serving community-based agencies and follow up to ensure services are obtained.
- Provide information to the non-offending caregiver regarding trauma and the impact on children and families.
- Provide educational information to caregivers about and participate in the MDT process by coordinating client services, as needed, with clinical staff and MDT members (attorneys, law enforcement, social workers, other advocates, and medical personnel)
- Provide accompaniment to children and families as needed for purposes such as housing referrals, hospital accompaniment, or court accompaniment.
- Troubleshoot barriers to accessing services with caregivers and community service agencies.
- Assist the family in accessing services recommended by the team and provide immediate and ongoing follow-up as needed.
- Act as an advocate/liaison between families and law enforcement, child protective services, medical and mental health service providers, and the prosecutor's office.
- Assist in developing information and resources to support children and caregivers.
- Participate in regular individual supervision, staff meetings, multidisciplinary (MDT) meetings, in service training and other meetings as required.
- Provide 24-hour on-call crisis intervention and advocacy services as assigned.
- Provide direction and support to volunteers or interns in the Client Advocacy Services Program who work in the Youth Activities Program and on Client Advocacy Services administrative tasks.
- Staff the Youth Activities Program, which includes the supervision of clients on the program floor, engaging clients in the waiting/play areas and assessing play/learning levels for age- appropriate activities, and preparing and serving light snacks/meals.
- Assist in or lead the facilitation of client groups as needed.
- Maintain and assure quality and confidentiality of electronic and paper files, statistical tracking, and inventory.
- Arrange emergency clothing or other material/referral resources for clients.
- Collaborate with colleagues within the advocacy team to maintain all programmatic material needs such as the clothing closet, waiting area supplies, food and other items as needed.
- Assist in the implementation of Safe Shores' seasonal drives as needed.
- Develop and maintain collaborative relationships with interpreters through the Victim Services Interpreter Bank.

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities for this position.

COMPETENCIES To perform the job successfully, an individual should demonstrate the following competencies:

Adaptable - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Client-Focused - Manages difficult or emotional client situations; responds promptly to client and family needs; solicits client feedback to improve service; responds to requests for service and assistance; meets commitments.

Collaborative - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Decisive - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Dependable - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Diversity-Minded - Demonstrates knowledge of Equal Employment Opportunity policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Ethical - Treats everyone with respect; keeps commitments; inspires the trust of others; works with integrity and acts morally; upholds organizational cultural values.

Interpersonally Skilled - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Skilled in Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Mission-Driven - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports

affirmative action and respects diversity.

Precise - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Problem-Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.

Professional- Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Skilled in Written Communication - Writes clearly and informatively, using standard business grammar; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

EDUCATION AND EXPERIENCE

- Master's degree required in social work, psychology, counseling, or a related field from an accredited institution and two (2) years of professional advocacy or crisis counseling may be considered.
- Must be eligible for LGPC, LGSW, LCPC or LICSW in the District of Columbia, or have commensurate licensure in another jurisdiction.
- A minimum of two (2) years of professional experience working with children and families who have experienced abuse and trauma, and/or general mental health practice.
- Ability to speak and write fluently in both English and Spanish to a variety of individuals and groups.
- Ability to work with caregivers, children, and adolescents.
- Strong interpersonal skills; high level of cultural competence and humility.
- Excellent organizational skills and attention to detail and ability to work independently.
- Ability to successfully pass Child Protection Registry clearance and criminal background check.

PREFERRED QUALIFICATIONS

- Experience working in a Children's Advocacy Center setting, a mental health practice, or a teaching/childcare setting.
- Familiarity with and a disposition toward the Multi-Disciplinary Team (MDT) approach to the investigation and prosecution of child abuse cases.
- Knowledge of investigative, social services and legal system in the District of Columbia.

COMPUTER/TECHNOLOGY SKILLS

Must be PC proficient and able to thrive in a fast-paced setting. Must have strong experience with computer technology and equipment and Microsoft Office 365, Outlook, Word, Excel and PowerPoint.

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to touch or feel a computer, keyboard, monitor, telephone, cell phone, and talk or hear when interacting with employees. The employee is frequently required to stand; walk and sit. The employee is occasionally required to reach with hands and arms. The employee may regularly lift and /or move 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust

focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. No or very limited exposure to physical risk.

Candidates must submit all the following information to be considered for the position:

1. Resume
2. Cover letter indicating your interest in the position and how your experiences will benefit Safe Shores
3. 3 professional references (must include: name, current title, address, email and phone number).

Please click the link below to apply for the Bilingual Client Advocate position.

<https://recruiting.paylocity.com/recruiting/jobs/Details/730906/The-DC-Childrens-Advocacy-Center/Bilingual-Client-Advocate>

EEO STATEMENT

Safe Shores is an equal opportunity employer and values diversity. We are committed to building a team that represents a variety of backgrounds, perspectives and skills. The more inclusive we are, the better our work will be.