



We will walk through this together!

Position Description

Position Title: Intake/MDT Coordinator/Victim & Family Advocate

Position Supervisor: Executive Director &

Status: FLSA Non-Exempt

Kendall County State's Attorney

<p>Job Summary</p>	<p>Working in a multidisciplinary (MDT) environment, the Intake/MDT Coordinator/Victim & Family Advocate will facilitate a coordinated approach in the investigation of child abuse and neglect. This position works very closely with law enforcement, DCFS, the Kendall County State's Attorney's office, medical professionals, mental health professionals, and various other professionals who may be involved during the course of child abuse/neglect investigations. Focus is on scheduling forensic interviews, coordinating and monitoring case progress, maintaining client files, and assisting in the coordination of multi-agency case review. To promote improved communication, coordination and accountability across agency lines, the Intake/MDT Coordinator/Victim & Family Advocate will facilitate healthy relationships between the MDT members, and work to resolve conflicts among the team when they arise.</p> <p>The Intake/MDT Coordinator/Victim & Family Advocate is also responsible for promoting a child focused, supportive environment by providing crisis support, system information, and community resources for children and their families who participate in an investigation of child abuse or for children who have witnessed traumatic and violent crime throughout the life of the case. Victim support and advocacy is integral and fundamental to the MDT response as well as the well-being of the child and non-offending family members. Occasional evening or weekend work hours may be required.</p>
<p>Essential Functions</p>	<p>As the Intake/MDT Coordinator your functions will be the following:</p> <p>Initiate multidisciplinary child sexual abuse investigation:</p> <ul style="list-style-type: none"> • Schedule forensic interview. • Assist families in creatively identifying and eliminating barriers that may exist to keeping scheduled appointments. • Elicit information about a child's special needs in order to provide the best experience possible, and ensure families have transportation to and from the CAC. <p>As the first contact for families, provide initial information about what their visit to the center entails – including the investigative process (forensic interview and medical exam), advocacy services, and mental health treatment services.</p> <p>Collaborate with medical provider to schedule medical exams for children who meet the criteria for the exam, or upon request.</p> <p>Provide information to the non-offending caregiver regarding medical exam and the benefits of a medical assessment for children who have experienced sexual abuse and other forms of trauma.</p>

Monitor and maintain the case logistics and tracking of all cases at the CAC.

- Enter data into required database programs and agency mailing lists databases, and complete and maintain all necessary and appropriate files and records associated with intake.

Coordinate and participate in regularly scheduled MDT case reviews meetings.

Set agenda for case review, notify participants, ensure all relevant information is shared and discussed, and summarize the decisions and actions plans of the multidisciplinary team.

- Identify training needs of MDT members and seek out training opportunities that meets those needs.

As the Victim & Family Advocate your functions will be the following:

Involvement with the MDT before, during, and after the forensic interview in order to participate in information sharing, inform and support families about the coordinated, multidisciplinary response, and assess needs of child and non-offending caregiver.

Provide crisis support to children and their families who are receiving services from the CAC, including but not limited to:

- Greeting families
- Explaining the role of the CAC in the process of the investigation
- Provide resources and referrals for non-offending caregivers who have transportation issues getting to CAC-related services/meetings.
- Supporting non-offending parent/caretaker when the child is interviewed
- Support the child and other accompanying family members when the parent is in conference with the MDT.

Implement crisis assessment and intervention tools that are used to assess risk and safety.

Share with parent and/or caregiver information on the Victim's Rights Act and assist families in completing applications to the Crime Victims Compensation Program when applicable.

Collect needed case information from the non-offending caregiver and others as needed to share with MDT.

Participate in case review to:

- Communicate and discuss the unique needs of the child and family and associated support services planning
- Ensure the seamless coordination of services
- Ensure the child and family's concerns are heard and addressed.

Assess families for needs and make referrals for families to appropriate human service organizations located in families' communities.

Provide assistance in procuring concrete services (housing, protective orders, domestic violence intervention, food, transportation, public assistance etc.).

Evaluate and keep current all parent and community resource information distributed to families, maintaining a resource directory that will assist child victims and their families.

Participate in active outreach, which requires follow-up with families beyond initial assessment and crisis response.

- Provide follow-up services after the initial contact at the CAC that includes ongoing, regular contact until the CAC concludes its involvement with the case.

- Provide continued engagement with the child/family regarding participation in the investigation/prosecution, as needed.

Accurate and timely data entry and tracking of cases, maintaining appropriate documentation of services provided.

Administering OMS surveys to non-offending caregivers and MDT members.

If a case continues to prosecution:

- Provides information in regard to case status and the criminal justice system to victims and witnesses.
- Creates and maintains case files for victims and witnesses.
- Coordinates travel arrangements for victims and witnesses.
- Answers the telephone, route calls and other correspondence with victim and family.
- Assists with the preparation of victim impact statements.
- Maintains and updates case status sheets.
- Responds to victim and witness problems in person, via telephone, email or written correspondence.
- Coordinates interviews, as necessary, between victims/witnesses and attorneys in the Kendall County State's Attorney's Office.
- Accompanies victims and witnesses to court.

As Intake/MDT Coordinator/Victim & Family Advocate you must also:

Assist with access to treatment and other services, including protective orders, housing, public assistance, domestic violence intervention, transportation, financial assistance, interpreters, among others as determined for individual clients.

Consistently demonstrate professional behaviors and leadership skills that are in support of the vision, mission, and philosophy of the Kendall County CAC at both the organizational and personal level.

Have an essential understanding of National Children's Alliance standards and implementation of best practices.

Communicate effectively and function in a collaborative manner within all levels of the organization, with participating agencies and within the community.

Maintain a positive relationship with multidisciplinary team members and creatively identify and eliminate any barriers that may exist, to ensure program success.

Attend and participate in regularly scheduled CAC staff meetings, case reviews, and staff development trainings.

Maintain strict confidentiality and cross-cultural awareness in the performance of all duties.

Contribute to a work environment that is mutually supportive, respectful, and diverse.

Maintain all case files with attention to detail and timeliness.

Compile and complete all required forms, online database entries, and grant reports.

Attend local, out-of-town, or overnight specialized training or peer review meetings as needed.

Other duties as assigned by the Executive Director or added to the scope of responsibility for the position.

<p>Education and Experience</p>	<p>Bachelor's degree in social work or other human service related field, preferred. Relevant experience working with children of all ages and developmental levels who have experienced trauma (specifically sexual and severe physical abuse). Understanding of trauma informed care, multiculturalism, family systems and knowledge of community resources are preferred.</p> <p>Upon hire, must successfully complete training that includes a minimum of 24 hours of instruction including, but not limited to:</p> <ul style="list-style-type: none"> • Dynamics of abuse • Trauma-informed services • Crisis assessment and intervention • Risk assessment and safety planning • Professional ethics and boundaries • Understanding the coordinated multidisciplinary response • Assistance in accessing/obtaining victims' rights as outlined by law • Court education, support and accompaniment. • Assistance with access to treatment and other services, including protective orders, housing, public assistance, domestic violence intervention, transportation, financial assistance, interpreters, among others as determined for individual clients.
<p>Knowledge, Skill, & Abilities</p>	<p>Knowledge of and sensitivity to family systems and child victimization.</p> <p>Knowledge of the overall child protection and legal system.</p> <p>Ability to communicate/and or interact effectively with children, adolescents, and adults that receive services through the CAC.</p> <p>Academic training or practical experience in and knowledge of developmental stages of children and the dynamics and effects of child abuse.</p> <p>Excellent written and verbal communication, computer, and mediation skills along with effective interpersonal and collaborative skills.</p> <p>Ability to work well with a variety of disciplines.</p> <p>Knowledge of community resources.</p> <p>Demonstrated knowledge of multiple cultures and the cultural impact on the delivery of services a must.</p> <p>Working knowledge of the dynamics of child abuse, particularly child sexual abuse desired.</p> <p>Beginning knowledge of family dynamics where abuse and/or neglect is occurring, and working knowledge of child development stages.</p> <p>Sound reasoning, judgment, and high professional standards a must.</p> <p>Must be able to focus under pressure and with interruptions and meet strict deadlines.</p> <p>Must perform job duties independently, proactively, and with a variety of people in a team setting requiring significant self-direction/self-management skills and the ability to be flexible in an unstructured environment.</p> <p>Working knowledge of Microsoft Office products and desktop publishing/presentation software.</p>

Skills in providing crisis intervention services to families. Training or experience in working with trauma victims, people with disabilities, and people with mental health disorders preferred.

Position involves sensitive and confidential information about child abuse victims and partner agency personnel at all levels. Strict confidentiality must be maintained.

Prior relevant work experience with DCFS and knowledge of DCFS definitions and acronyms highly desirable.

Knowledge of group dynamics and effective facilitation strategies a plus.

Excellent organizational and scheduling skills.

Bicultural and bilingual (English-Spanish) strongly preferred.

Continuing training as required.

Other Requirements for Employment

Must pass a thorough criminal background investigation.

Must have own means of transportation, valid driver's license and proof of insurance as travel throughout Kendall County may be required.

Must have the ability and flexibility to work outside normal working hours when needed.

Physical Demands:

- Employee must be able to stand and sit for lengthy periods of time, particularly during trials and while in courtroom.
- Employee must be able to quickly move to courtrooms and other offices in the building.
- Employee must be able to bend over at the waist and reach with hands and arms.
- Employee must occasionally lift and/or move up to 25 pounds.
- Employee must be able to use hands to finger, handle or feel.
- Employee must be able to reach, push and pull with hands and arms.
- Employee must be able to talk and hear in person and via use of telephone.
- Specific vision abilities required by this job include close vision, depth perception and distance vision.

By signing this position description, I am indicating that I understand and accept the duties as described above and will do my best to meet these expectations. I understand that this is not an exhaustive list of job duties, but rather a general description of the job I am expected to perform.

EMPLOYEE NAME (PRINT) _____

EMPLOYEE SIGNATURE _____ DATE _____

EXECUTIVE DIRECTOR _____ DATE _____