The Gingerbread House Bossier/Caddo Children’s Advocacy Center is a community-based, non-profit organization that works to reduce the trauma experienced by child abuse victims during the investigation, prosecution, and treatment phases of child abuse cases.

**Job Description**

**Title:** Family Advocate / Education Specialist  
**Reports to:** Chief Executive Officer – Jessica Milan Miller, M.A., MBA  
**Supervisors:**  
Director of Family Advocacy – Aelania Auzenne  
Director of Education – Alex Person, M.S., CFLE  
**Classification:** Full-Time

**Overview:** The Family Advocate/Education Specialist increases the capacity of the Children’s Advocacy Center (CAC) to carry out its mission by providing victim advocacy, support, information and referrals to children and families going through child abuse investigations; by serving as a liaison between the CAC and the MDT agencies; and by conducting educational presentations for children, adults, parents, mandated reporters, school personnel, and other groups in the community focusing on age-appropriate body safety, internet safety, prevention, identification, and reporting of child sexual abuse, and human trafficking.

**Purpose:**  
- To reduce systematic trauma to children and their families  
- To advocate for successful case resolution for the child  
- To empower non-offending caregivers  
- To reduce the number of future victims through community education  
- To positively influence institutions/others toward better treatment of child abuse victims

**Minimum Requirements:**  
- BA/BS in Psychology, Social Work, Human Service or related behavioral science field; case management experience in human services preferred  
- Proficient knowledge of child development and related dynamics  
- Skilled in handling sensitive issues in a mature, confidential manner and with integrity and compassion; high level of discretion  
- Knowledge of and sensitivity to family systems and child victimization  
- Knowledge of the overall child protection and legal system  
- Ability to work with children and their families in stressful situations  
- Ability to work well with a variety of personalities, variety of disciplines and function well within team environment  
- Excellent communication, mediation, and problem-solving skills  
- Ability to multi-task  
- Available after-hours and on weekends for presentations and community events as needed
• Organizational skills to independently manage workload and related responsibilities
• Flexibility of schedule to suit Center’s needs
• Computer literacy in order to maintain and produce statistical records, internal and external correspondence, and multidisciplinary reports
• Comfortable with virtual learning and presenting environments, such as zoom, etc.
• Reliable transportation, valid driver’s license, clear criminal background

Preferred Qualifications:
• Master’s degree in Psychology, Social Work, Human Service or related behavioral science field
• Direct experience working with abused children and their families
• Prior training and experience as a victim advocate or case manager
• Knowledge of community-based services for abused children and their families

Responsibilities:

**Family Advocacy - Client Services**
• Participates in the pre-forensic interview Team meeting to understand the presenting dynamics of the case
• Meets with non-offending caregivers of child victims while the forensic interviews of the children are being conducted
• Introduces the Outcomes Measurement Survey to the non-offending caregivers, answers any questions the non-offending caregiver may have about the survey, and ensures completion by the non-offending caregiver immediately following the child’s forensic interview
• Identifies and makes appropriate referrals for needed family stability services and facilitates linkage between the family and service providers
• Refers child victims and non-offending family members for therapy with one of the Gingerbread House counselors and/or other community service providers
• Assists families with immediate/emergency item needs from our Donations Closet
• Conducts follow-ups with the families and assesses for strengths and needs
• Continually screens families for participation in the Back to School and Sponsor-a-Family for Christmas outreach programs
• Under the supervision of the Director of Family Advocacy, maintains accurate, up to date resource and referral information for partner agencies and community-based service agencies
• Serves as a back-up for intake calls of suspected abuse cases by assessing and providing appropriate guidance, referrals, and follow-up services
• Operates audiovisual equipment when needed as requested by the Forensic Interview Team

**Education Presentations**
• Provides training, education, and assistance both within the organization and to community agencies and professionals, including school personnel and other civic groups in person and via virtual formats such as zoom
• Conducts presentations to include these topics: general child abuse, internet safety, body safety, human trafficking awareness, mandated reporting and more
• Sets up, attends, staffs, and takes down information booths for community fairs and related events, some of which take place in the evenings and on weekends
• Under the supervision of the Director of Education, maintains accurate, up to date contact information for schools and community-based agencies for which presentations are usually conducted
**Multidisciplinary Team (MDT) and Professional Training**

- Fosters and maintains a trusting, helpful relationship with MDT members including law enforcement, child protective services, district attorneys, and medical / mental health professionals
- Participates in monthly Multidisciplinary Team Case Review meetings and statewide Peer Review for Family Advocates through Louisiana Alliance of Children’s Advocacy Centers
- In conjunction with CAC staff and MDT members, assists with the development of treatment plans for child victims and their non-offending family members by actively participating in the Multidisciplinary Team Case Review Meetings
- Attends individual case staffing meetings when needed
- Maintains proficient knowledge of current techniques, controversies, and research in the field of victim advocacy, child abuse, and human trafficking
- Attends professional development opportunities and trainings both in-state and out-of-state (min. 10 CEUs per year)

**Administrative**

- Adheres to Health Insurance Portability and Accountability Act (HIPAA) regulations
- Adheres to Personnel Policies and Procedures manual guidelines
- Maintains confidentiality of clients by requiring identification and authorization before releasing client information to third parties
- Maintains documentation of client contacts, progress of investigation, and court-related, case-specific information in client’s file
- Enters demographical and service statistics information into case tracking system for grant evaluation purposes
- Attends staff meetings and promotes a team environment
- Positively represents the Children's Advocacy Center at ALL times, both during work activities as well as during personal time, including during community activities, in social media platforms, and in all personal and work-related posts and photos shared
- Makes recommendations to Supervisors and to the Chief Executive Officer regarding program status, development, and suggested improvements

**Other**

- Maintains and expands skill level and relevant knowledge base through supervision, case review, research, and professional growth
- Helps with fundraisers and special events
- Helps keep the Center clean and organized
- OTHER DUTIES, TASKS, AND RESPONSIBILITIES AS ASSIGNED BY SUPERVISORS AND THE CHIEF EXECUTIVE OFFICER

**Salary Package:** Commensurate with experience
- Health, Dental, Life Insurance
- Retirement Benefits
- Generous Paid Leave and Holidays
- Flex schedule on Fridays