

Village of Solomon (VOS)
Tribal Court
JOB DESCRIPTION

JOB TITLE: Family Advocate
POSITION STATUS: Regular Full Time
EXEMPT STATUS: Non-Exempt
PAY SCALE: DOE
REPORTS TO: Tribal Court Administrator

The Village of Solomon's Family Advocate ensures that all clients receive a coordinated response. This will enhance the client's experience internally through client orientation, case coordination and externally by providing client support with accessing services in the community and tracking the utilization of those services. The Family Advocate will accomplish this by providing direct, hands-on support and assistance.

BRIEF SUMMARY OF JOB RESPONSIBILITIES:

Orientation

- Engage families in the intervention process.
- Orient clients to available services and ensure that proper support and assistance is provided across a continuum of services provided by VOS (intake, clinical services, multi-disciplinary case coordination, medical, follow-up, and referral services.)
- Initiate the clinical record and assist clients with completing initial consent forms and ensure that initial documentation, insurance information and all other necessary documentation is properly completed and included in the clinical record.
- Provide children and family members with self-report assessment instruments as appropriate used in gathering information for treatment, program evaluation and research.

Case Coordination and Follow-up

- Maintain thorough and accurate records of all requests for services, and document all follow up coordination. This is to include entering necessary documentation in appropriate databases.
- Collect necessary data
- Support Therapists by following up with families according to the established case management process.
- Assist families with accessing referred services by scheduling appointments, making reminder calls, coordinating transportation, providing information from therapist, etc.
- Identify and disseminate existing resources to families.
- With appropriate releases, and in coordination with Therapists, request information from other service providers and disseminate information to other service providers.
- Cross train to assist the Receptionists with covering phones and door.
- Consult with the Director of Clinical Services on service requests, as needed.

Other Responsibilities

- Attend appropriate training workshops and conferences.
- Ensure direct supervisor and/or the Executive Director is knowledgeable about any issues that impact the safety, functioning and management of clients.
- Attend departmental and organizational meetings.
- Meet any other needs as identified by the ED and/or Leadership Team.
- Abide by federal and state confidentiality and privacy requirements

QUALIFICATIONS:

1. High School Diploma or GED
2. At least one year experience in a mental health, social services, or related agency
3. Previous experience with data collection and entry
4. Bachelor's Degree preferred
5. Other combination of experience and education that meet the minimum requirements may be substituted.

Knowledge, Skills and Abilities:

- Understanding of child abuse dynamics and understanding of current trends in the field of prevention and community education.
- Demonstrated ability to excel in interpersonal and intercultural communication skills.
- Demonstrated ability to engage individuals in community services.
- Possess creative problem-solving skills.
- Exceptional attention to detail and commitment to accuracy.
- Demonstrated high quality interpersonal, written, and verbal communication skills.
- Strong organizational skills with a demonstrated ability to manage multiple tasks and responsibilities.
- Excellent computer skills with knowledge of Excel, Word, Access, and Outlook.
- Ability to work well in multicultural teams and with diverse constituencies.
- Competency Profile/Core Values Alignment
- Contribute to an environment of trust and mutual respect
- Maintain a high level of personal responsibility and ownership
- Ability to work as a team member with a strong commitment to collaborative work with both internal and external partners.
- Demonstrated ability to establish and promote positive professional relationships, and actively contribute to creating a highly cooperative work environment.
- Desire to continually improve, seek learning opportunities and increase individual and organizational capacity.
- Ability to take initiative and manage multiple responsibilities with changing priorities and meet deadlines.

Physical Requirements:

In this position an employee is frequently required to stand, walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 15 lbs. Must be able to work on a computer and/or telephone for extended periods of time.

I attest that I do not have any physical, mental or medical impairment or disability that would limit my job performance.

Affirmation of understanding of job duties:

Printed Name of Incumbent

Signature of Incumbent

Date

Approval of Job Description:

Signature of Hiring Director/Manager

Date