



Eastern Band of Cherokee Indians

CHILD ADVOCATE COORDINATOR

Position Description

Program:	Child Advocacy	Reports to:	Manager - Child Advocacy
Division:	Public Health & Human Services	Position Number:	910142501
Classification:	Non - Exempt	Revision Date:	12/09/2024
Pay Level:	11	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Works with and represents the interests of the child during incidents of child maltreatment. Provides a variety of advocacy services to clients and their participating caregivers before, during, and after child maltreatment investigations. Works with various agencies and programs involved in child maltreatment cases.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Provides assessment of the child's and participating caregiver's strengths and needs and devises plans, alternatives, and support systems for them accordingly.
- Evaluates the child's environment, reviewing potential dangers with caregivers and teaching ways to minimize threats to the child's well-being.
- Works with law enforcement, court system, prosecutors, and other agencies to provide court advocacy, court preparation, and support for victims and participating caregivers.
- Maintains contact with client and participating caregivers throughout the investigation and prosecution phases of their case to ensure they remain informed of the current case status and ensure they remain as engaged with the process as possible.
- Establishes and maintains a library of resources for clients, their participating caregivers and other community members related to child maltreatment.
- Responsible for utilizing and updating court education curriculum material necessary to assist clients with court case preparation. Provides follow-up casework services to promote viable alternatives and sustainable changes in personal, emotional, and economic resources necessary to reduce risk of re-victimization.
- Maintains effective records of clients including data entry of all services delivered to the client and participating caregivers. Maintains advocate portion of the computer tracking system and case files for each client. Compiles data for grant reporting and other reports as necessary.
- Coordinates/organizes outreach events to the community and other agencies and programs upon request. Researches and utilizes research-based curriculums when available. Provides education and training to Tribal and community programs that work with children to increase awareness and decrease instances of child maltreatment. Trains volunteers as needed.
- Responsible for creating public service announcements, billboards, and other relevant material to increase awareness of child maltreatment in the community. Responsible for researching and selecting materials to provide community members at local community events.

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- Provide advocacy for clients first and foremost with tact and decorum in various settings such as court, school system, Multidisciplinary team meetings, hospitals, and other related locations and personnel. Coordinate relevant community-led team meetings as indicated based on need.
- Prepares monthly report of activities for Program Manager and other pertinent program staff as appropriate.
- Assists in maintaining the Child Advocacy Center National Accreditation standards.

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	Two (2) years of related experience required.
Education:	Bachelor's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 5 years with a High School Diploma/GED equivalent; or 3 years with an Associate's Degree.
Licenses & Certifications:	Valid, insurable NC Driver's License required. Must hold or attain within six (6) months of training in alignment with CACNC accreditation standards.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must have knowledge of social issues surrounding child maltreatment within EBCI Tribal territories, North Carolina counties, and federal and state properties.
- Must have general knowledge of the court system (civil and criminal), services available to victims of maltreatment, and general office procedures.
- Must have the ability to deal with emotional issues of clients including but not limited to listening well, interpreting the needs of the client, and relaying the relevant information to the appropriate personnel.
- Must be able to perform public speaking and be willing to provide trainings and deliver reports to large groups as needed.
- Must be able to use general office equipment and Microsoft office and other relevant computer systems in daily duties.
- Must have basic knowledge of Indian Child Welfare Act, relevant Tribal codes, and other laws related to this position.
- Must have effective communication skills, both written and verbal.

Safety/Accuracy Focus:

A high degree of accuracy is required in maintaining files and records. Review of work following established procedures, protocol, and quality audits would prevent most errors.

Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner. Internal contacts with all departmental staff occur on a routine basis. External contacts also occur routinely and include clients, participating caregivers, other professionals, tribal officials, law enforcement agencies, related service agencies and other Tribal employees. All contacts are for the purpose of exchanging or providing information and enlisting or providing support and require a high degree of tact, diplomacy, and professionalism.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

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Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Adheres to all Tribal guidelines, EBCI policies and procedures, and the Tribal Code for working with confidential data. An above average degree of discretion is required while handling client files and records. A Tribal Statement of Confidentiality must be signed upon assuming the position.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

Two years of experience in the field of children's services, child maltreatment, and/or victim advocacy is preferred.

WORK ENVIRONMENT

Work Environment: Works in a normal office environment with frequent travel required as recommended by the Program Manager.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Close concentration and attention to detail are required while performing most duties of the job. Subject to frequent interruptions by and phone and in person where varied responses with each contact are required. While in the office and field, the duties of the job routinely require standing, walking, sitting, kneeling, reaching, speaking, and hearing.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Child Advocate Coordinator** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date