



## Bonner County Job Description

**Job Title:** Family Advocate

**Department:** Prosecutor

**Supervisor:** CAC Director, Investigations and Victim Services

**Supervision Exercised:** None

**Exempt Status:** Non-Exempt / Full-Time / Hourly

**Location:** Prosecutors Office / LillyBrooke Family Justice Center

**Benefits Eligibility Status:** Eligible

**BOCC Approved:**

### General Summary:

The Family Advocate serves as a primary point of contact for child victims of abuse and their non-offending caregivers involved in investigations and services facilitated by the Child Advocacy Center (CAC). The Advocate provides crisis intervention, emotional support, education on the investigative and legal process, resource referrals, and ongoing case management to ensure families feel supported and informed throughout their involvement with the multidisciplinary team (MDT). Works with department personnel, prosecutors, courts, community businesses, organizations, and others to provide a variety of services to victims. This role also includes administrative support such as data entry, maintaining accurate service documentation, and assisting with scheduling interviews and appointments to support the daily operations of the CAC.

This is a full-time position for 40 hours per week. On-call work is required sometimes causing hours to increase.

### Essential Functions:

The essential functions include, but are not limited to, the following duties and responsibilities which are not listed in any order of priority and may be amended or added to by the County at any time:

1. Greet and support children and families during their visit to the CAC.
2. Provide trauma-informed crisis intervention and emotional support to non-offending caregivers and child victims.
3. Educate families about the investigation, prosecution, and treatment process in a developmentally appropriate and culturally sensitive manner.
4. Assist families in accessing appropriate mental health, medical, legal, and social services.
5. Offer updates and guidance on court proceedings, victim compensation, and community resources.

6. Maintain regular contact with families to ensure ongoing support, address emerging needs, and encourage continued service engagement.
7. Document all client interactions and services provided in the case management system in accordance with confidentiality and grant compliance standards. Maintain and update entries into Karpel -Victim Services (Prosecution management software) making sure information is kept up to date.
8. Collaborate with MDT members—including law enforcement, child protective services, prosecutors, medical professionals, and therapists—to ensure coordinated service delivery.
9. Participate in case review meetings and case tracking to support communication and case outcomes.
10. Facilitate follow-up services, transportation coordination (if needed), and support letters or documentation.
11. Conduct needs assessments and help develop individualized service plans for families.
12. Assist in outreach, education, and awareness efforts to support community understanding of child abuse prevention and CAC services.
13. Work with court personnel to ensure victim safety and comfort during criminal proceedings.
14. Assists and educates victims regarding courtroom procedure for CPO and criminal hearings.
15. Coordinate with the office manager to arrange travel and accommodations for out-of-town victims and witnesses.
16. Communicate and facilitate local businesses and hotels for lodging, sheltering and other victim needs.

### **Secondary Functions:**

1. Support grant-related efforts by tracking service data, preparing client outcome summaries, and contributing to grant narratives or reports as requested.
2. Assist with maintaining documentation needed for audits and grant compliance.
3. Participate in community outreach, prevention education, and awareness campaigns to promote CAC services.
4. Help develop informational materials, outreach supplies, or promotional content for grant-supported initiatives.
5. Collaborate with leadership to identify service gaps and advocate for program enhancements or funding priorities.
6. Support upkeep of the CAC environment by helping maintain a clean, welcoming, and organized space for children, families, and team members.
7. Performs all other duties as assigned.

**Qualifications:**

- Bachelor's degree in Social Work, Psychology, Criminal Justice, Human Services, or a related field, with minimum of three years' experience in law enforcement, criminal justice, crisis intervention or relevant experience in related position.
- Experience working with children and families in crisis, preferably within a CAC or victim services environment.
- Strong understanding of trauma-informed care, child development, and the dynamics of child abuse.
- Ability to work collaboratively as part of a multidisciplinary team.
- Excellent interpersonal, communication, and organizational skills.
- Ability to maintain confidentiality and professional boundaries.
- Proficiency with computers and case management systems.
- Familiarity with grant-related processes, including data tracking, outcome reporting, and compliance with funder requirements (e.g., VOCA, state CAC grants).
- Sufficient combination of knowledge, skills and abilities so as to competently perform the essential functions of the job.
- Ability to de-escalate potentially violent situations, assess the needs of others (physical, mental and emotional), and determine the best course of action to provide necessary assistance to victims.
- Knowledge of and ability to use basic computer (PC) functions as needed for report writing, record keeping data entry and related.
- Ability to work with victims and their families possessing a wide variety of personalities and behaviors. Ability to assess behavioral considerations and modify treatment accordingly to ensure appropriate safety and security of clients and the public.
- Ability to assess individual behavior to identify behavioral problems or inconsistencies. Ability to determine appropriate action to ensure client, advocate and public safety and security.
- Ability to maintain high levels of confidentiality as they pertain to clients or information that they hold that the incumbent may be subject to during the normal course of the job.
- Knowledge of basic math skills sufficient to count and record monetary transactions. Ability to read and comprehend rules and instructions.
- Ability to communicate effectively, both orally and in writing. Most communication is made in face-to-face settings with some written communication required for report writing and other paperwork. Advanced skill in conflict resolution and intervention techniques.
- Ability to develop and maintain harmonious working relationships with others, both inside and outside the organization.
- Must possess a current valid driver's license.

**Working Conditions and Physical Abilities:**

Ability to perform those physical activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Requires continual hearing, talking, standing and routine, sedentary work; regular walking, occasional crouching, grasping, stooping, and reaching. Frequent lifting, pushing, and pulling in weights of 40 pounds. Incumbents are often subject to socially hostile environments involving high levels of tension and stress. Frequent exposure to graphic and disturbing pictures, videos, reports, and accounts of physical and sexual abuse of children and adults. May require working odd hours, long hours, and extensive driving in the local area or throughout the County.

- Office setting within a child-friendly facility.
  - May require occasional travel for court accompaniment or community outreach.
  - Some evening or weekend work may be necessary based on family needs or emergencies.
- 

**Disclaimer:** This job description is not an employment agreement or contract, and management reserves the right to modify it when necessary.

I have reviewed and agree this Job Description accurately reflects the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please Print Name: \_\_\_\_\_