



Job Title	Bilingual Advocacy Specialist
Department	Advocacy & Forensic Interviews
Reports to	Director of Advocacy & Forensic Interviews
Updated	4-2024

POSITION SUMMARY

The *Bilingual Advocacy Specialist* provides delivery of direct services to persons who experienced sexual assault/ child sexual abuse. This is a primary service role which includes the delivery of crisis intervention support and victim accompaniment services (medical, legal, and other). This position provides advocacy support for victims and/or family. The *Bilingual Advocacy Specialist* must demonstrate the ability to remain calm and respond to individuals in crisis and emergency situations; and handle traumatic and sensitive situations.

The *Bilingual Advocacy Specialist* is responsible for case management, client intake, disposition tracking, and data-management for all persons/ families victimized by sexual violence/ abuse/ exploitation including: child, adolescent and adult victims, families, friends, and associates.

The *Bilingual Advocacy Specialist* works closely with other Mosaic Georgia personnel and allied professionals through collaborative protocols. The Advocacy Specialist works side-by-side with all advocacy staff to assure competent, effective and accessible high-quality care and services for all victims.

This position must have an extensive working knowledge of victim and family advocacy and specifically violence against women advocacy; Mosaic Georgia protocols; community service provider agencies; approved service referral professionals and resources. This is a full-time exempt position.

RESPONSIBILITIES

- Provide effective and efficient direct personal advocacy and crisis intervention services (as defined by the Victims of Crime Act), including but not limited to: safety planning, in-person advocacy, family advocacy, accompaniment, information referral and crisis line response for individuals and families victimized by incidents of sexual assault, child abuse and/ or exploitation.
- Complete follow-up contacts with victims and/ or their non-offending caregivers in accordance with Mosaic Georgia policy and timelines.
- Assist victims and family members in securing rights, remedies and accessing services from other agencies.
- Provide timely, effective response to all crisis line calls during routine business hours and designated shift assignment. Communicate and coordinate the response of the SART members and provide personal advocacy services and accompaniment for all forensic-medical cases during business hours and designated shift assignment. Rotate on-call staff supervision of SART as scheduled, and/ or serve as SART Coordinator, as needed or required (e.g., acute child cases).
- Provide medical-accompaniment for suspect exams/ search warrants; DNA services (suspect or victim); and/ or any MOSAIC GEORGIA follow-up forensic-medical exam appointments. The *Advocacy Specialist* will further perform in a manner, which responsibly provides for a safe and healthy environment for all involved.
- Assist all victims with information and preparation of Georgia Crime Victim Compensation applications. Provide follow-up assistance with victims re: status of compensation process and/ or appeals in accordance with MOSAIC GEORGIA Legal department.
- Administer due diligence to be assured each victim is aware of their rights as a crime victims and that they

understand those rights in accordance with the criminal and civil justice system. Educate the victim and families on the criminal justice system and assist in interagency communications. Complete screening intake and document information for legal advocacy services.

- Monitor and ensure supply inventory control and requisition as it pertains to direct-victim needs including but not limited to: victim clothing, hygiene products, towels, soaps, clothing, etc. Inform the Director of Advocacy and Forensic Interviews of supply needs and assist in the daily management of the same. Assist the Director of Advocacy and Forensic Interviews in the inventory management and readiness of SART Coordinator Hospital Response Bags.
- Provide support information and assistance to the Director of Advocacy and Forensic Interviews in the preparation and submission of complete, accurate and timely statistical/ data and information reports as it pertains to local, state, federal or other designated agency funders; government directives; or other.
- Utilize established resources in delivery of effective Latina/o Advocate services and other culturally competent and language accessible services for persons with limited English proficiency in both written and verbal form; including utilization of the TTY machine. Provide referrals for culturally and linguistically appropriate services that reflect competent diversity assistance on all levels.
- Attend and participate in scheduled or immediate staff meetings, monthly or other MDT/ SART Meetings and/ or any other interagency meetings as requested. Successfully complete primary MOSAIC GEORGIA Direct-Service Volunteer Training program as mandated by CJCC Georgia Sexual Assault Services standards; the Advanced SART Coordinator Training; and all other trainings as required by the Executive Director. Engage in continuing education components. Assist in the preparation and/ or delivery of training as requested by the Executive Director for MOSAIC GEORGIA staff; Volunteer Advocates; SART Coordinators; SANE-SAE staff or contractors; and/ or other professional trainings.
- Collaborate and communicate routinely with multi-disciplinary professionals/ agencies and Sexual Assault Response Teams as requested by the Executive Director or Deputy Director. Protect all appropriate considerations that pertain to confidentiality; advocate privilege; informed consent; mandatory reporting of child abuse and release of information and/ or communications with collaborative service provider agencies.
- Assist and participate in all MOSAIC GEORGIA fund-raising and community education and awareness activities and/or professional programs as requested. Represent MOSAIC GEORGIA in civic, community or related forums as requested.
- Demonstrate computer, clerical, administrative and organization skills and compliance. Maintain compliance with all data management and information technology systems and relative requirements and practices. Perform with competence the utilization of all PC Windows software including: Excel; Access; Outlook; Word; Power-Point; Adobe; Photo-shop, etc. This shall also include customized case/data management systems. Comply with all MOSAIC GEORGIA policies pertaining to MOSAIC GEORGIA internet access and use.
- Prepare and distribute timely MOSAIC GEORGIA Staff and SART Coordinator on-call schedules to the answering service and all agencies as required.
- As with all other MOSAIC GEORGIA staff positions, the *Advocacy Specialist* will provide all services and/ or assistance to ensure timely, efficient and professional services to all MOSAIC GEORGIA clients, families, professional colleagues and allied professionals, and the public including all other duties as assigned.
- Comply with all notices of subpoena or communications with law enforcement agencies; the District Attorney's Office; and other allied partner agencies

QUALIFICATIONS

- Education: Bachelor's degree (Master's degree preferred) in human services field (e.g., psychology or criminal justice). One year of responsible experience in victim-witness advocacy assignments may be substituted for education on a year for year basis.
- Language/Communication: Fluency in English and Spanish preferred.
- At least 3 years' direct-victim service experience in child sexual abuse; sexual assault/domestic violence.

- Previous experience with multi-disciplinary case management, legal advocacy and certification and experience as a child forensic interviewer is a plus.
- Above average working knowledge of Word, Excel, Outlook, PowerPoint, Adobe Acrobat, SharePoint. Knowledge of case tracking management systems i.e. Salesforce, Collaborate and CaseWorthy.
- Candidate must possess excellent verbal and written communication skills.
- Candidate must live within a close geographic distance to the center in Duluth, GA and be able to respond to the center within 45 minutes.

It is the policy of Mosaic Georgia, Inc. not to discriminate against any applicant on the basis of race, ethnicity, color, religion, age, sex, gender identity, sexual orientation, national origin, legally protected disabilities or veteran status.

REV. 4.2024 LWF