



Description of Responsibilities

Position Title: Family Resource Coordinator

Baltimore Child Abuse Center

Supervisor: Director of Forensic Services

The mission of the Baltimore Child Abuse Center is to provide all reported victims of child sexual abuse in Baltimore City and their non-offending caretakers, with comprehensive interview, medical treatment, referral and/or crisis counseling services.

Summary:

The Family Resource Coordinator (FRC) is a member of Baltimore Child Abuse Center's (BCAC) Family Advocacy (FA) team. In supporting the mission of BCAC, the FA team is the first point of contact for victims of child sexual abuse, sexual assault, other crimes and exposure to violence, as well as for their non-offending caregivers. The focus of victim support and advocacy is to help reduce trauma for the child and non-offending family members and to improve outcomes. The FA team helps the non-offending caregiver to identify and access services the family may need, and encourages the non-offending caregiver to participate in the investigation, prosecution, treatment and support services. The FA team participates on the multidisciplinary team (MDT) and provides support for the child and the non-offending caregiver. The FRC will develop a comprehensive network of mental health service providers that will be used in making treatment referrals for the families.

Essential duties and responsibilities:

- Make appropriate referrals to mental health professionals who specialize in providing treatment for sexual abuse and sexual assault, exposure to violence, trauma, and other situations as presented
- Maintain client records to reflect service plan, client interaction, and referrals made
- Track the family's treatment adherence and communicate treatment referral process to families and partners as required
- Meet with referral agencies to create and maintain a comprehensive provider network
- Act as a liaison to develop and sustain positive working relationships with community service providers such as mental health, social service, and health care agencies
- Develop and maintain policies and procedures related to the operation of the provider network
- Research the current system capacity for evidence-based practices and services provided by professionals with pediatric experience and child abuse expertise
- Build service capacity where gaps exist via communication with clients and provider network
- Maintain communication with the provider network for problem identification and resolution
- Assist in evaluating policies, procedures, contracts, work flows, and computer system enhancements to improve provider network and service delivery
- Establish and maintain linkage agreements with BCAC's provider network
- Complete all NCAtrak requirements
- Participate in MDT case review staffing and trainings

Other responsibilities include:

- Greeting and orientation of the child and family to the CAC and MTD process
- Provide education about the coordinated, multidisciplinary response
- Work with representatives from the State's Attorney's Office, Police Department, and Child Protective Services of Baltimore City to establish a system by which case data is shared for use in advocacy efforts
- Provide updates to the family on case status
- Assistance in procuring concrete services not already provided (housing, protective orders, food, crime victims compensation, transportation, public assistance etc.)
- Assist with the supervision of interns and volunteers involved with advocacy
- Review and modify operational protocols as necessary

- Maintain good communication with Forensic Interview program and with other MTD partners
- Coordinate service provision among multiple state agencies as needed
- Willingness to make home visits when necessary
- Attend regular staff meetings, case conferences, trainings as required
- Perform other duties as requested by the Director of Forensic Services

Knowledge, Skills and Abilities

- Bachelor's level degree in social work, psychology or related fields
- Willingness to work with families in crisis
- Knowledge of child development, child sexual abuse, physical abuse and neglect
- Understanding of trauma dynamics
- Organizational skills to manage workload and related responsibilities
- Good computer skills
- Good interpersonal and communication skills to work effectively with child victims and their families, as well as with team members and members of community groups
- Ability to work independently
- Bilingual English/Spanish helpful

Additional:

- This position is full-time, 40 hours per week, and includes some evening hours
- Equal Opportunity Employer
- Health benefits and parking provided