



JOB DESCRIPTION

| JOB TITLE: Family Court Advocate | |
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| Job Family: Direct Service Staff | Supervisor: Community Services Manager |
| Classification: Full-Time; Non-Exempt; Hourly | On-Call Responsibilities: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Expected Schedule/Hours of Work: 40 Hours per Week | Work Location: <ul style="list-style-type: none">• On-Site at the Independence campus• Occasional remote work may be approved but is not guaranteed |
| Title(s) of Immediate Subordinates: N/A | Total Number of Employees Supervised: Directly: 0 Indirectly: 0 |

POSITION SUMMARY:

The Family Court Advocate is responsible for providing support, advocacy, and resource/referral services to adult survivors of domestic violence, primarily those who are involved with the family court system. The Family Court Advocate also works closely with area Children's Division personnel and provides on-call coverage on a rotating basis.

ESSENTIAL FUNCTIONS:

Crisis Intervention and Emotional Support

- Provide immediate emotional support to survivors, helping them cope with the trauma of domestic violence. Offer guidance on navigating emotions, trauma, and recovery.
- Assist survivors in developing personalized safety plans that address both their immediate and long-term safety needs.

Education and Empowerment

- Educate survivors about the dynamics of domestic violence, its effects on children, and available options for leaving abusive situations.
- Empower survivors to make informed decisions about their lives, including how to interact with the family court and child protection systems.
- Provide parenting support, addressing challenges of parenting after trauma and within the context of the child protection involvement.

Advocacy and Support

- Act as a liaison between the survivor and family court/child protection systems to ensure the survivor's voice is heard in case planning and decision-making.
- Help the survivor understand family court/child protection procedures, timelines, and expectations.
- Support survivors in meeting family court/child protection requirements, such as court dates, supervised visits, family reunification plans, or court orders.



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- Accompany survivors to court hearings.
- Assist with filing for protective orders or other legal actions.

Case Management

- Conduct assessments of survivors' needs, such as housing, employment, health, and legal services.
- Develop individualized service plans and coordinate access to supportive resources.
- Maintain strong partnerships with community agencies and make appropriate referrals to resources, such as shelter, counseling, legal aid, substance use programs, job training, etc.
- Ensure consistent follow-up with survivors to track progress and provide ongoing support.

Collaboration and Coordination

- Work closely with child protection workers, family court system, law enforcement, attorneys, and other service providers to ensure coordinated care.
- Conduct regular community rounds to maintain ongoing relationships and create new collaborations.
- Actively participate in multi-disciplinary team meetings and case conferences, representing survivors' interests.
- Facilitate or participate in training sessions for professionals in systems such as child protection, law enforcement, or other related fields to improve collaboration and understanding of domestic violence dynamics.

Documentation and Record Keeping

- Maintain accurate, confidential records of interactions, case notes, goals, referrals, etc.
- Ensure compliance with legal and organizational documentation requirements, especially when working with family court and child protection cases.
- Participate in continuous quality improvement activities such as case record review and other QA processes.

Other

- Participate in an on-call rotation to ensure 24-hour emergency response for orders of protection and crisis situations.
- Follow all Hope House service philosophies, policies, and procedures.
- Perform other duties as requested.

IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- **Trauma-Informed Care** – ability to recognize the impact of trauma on survivors and their children, and to provide non-judgmental support that avoids re-traumatization and promotes healing.
- **Advocacy and Empowerment** – ability to place the survivor's needs and preferences at the forefront, empowering them to make decisions; understanding of domestic violence and child protection laws and how to advocate for survivors



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- **Safety Planning** – skilled in assessing potential risks to survivors and their children; ability to identify immediate and long-term safety concerns, particularly in complex, high-risk cases.
- **Communication Skills** – ability to convey information to survivors in a clear, empathetic, and supportive manner; strong interpersonal skills to mediate between survivors, child protection workers, and the family court system; effective writing and documentation skills.
- **Knowledge of Domestic Violence** – comprehensive knowledge of the patterns, cycles, and impacts of domestic violence on survivors and children; familiarity with the family court and child protection systems.
- **Collaboration and Teamwork** – ability to work effectively with other systems and agencies; strong interpersonal skills to build trust and collaborate with diverse teams; strong familiarity with local resources and ability to effectively connect survivors with those resources.
- **Responsive Care** – ability to work with survivors from various cultural, socioeconomic, and ethnic backgrounds in a way that respects their experiences and values; demonstrate flexibility in addressing different cultural perceptions of domestic violence and child abuse.
- **Crisis Management** – ability to stay composed and calm under pressure; strong decision-making skills to quickly assess situations and offer appropriate interventions.
- **Emotional Resilience and Self-Care** – ability to maintain empathy while managing personal and professional boundaries to prevent burnout
- **Flexibility and Adaptability** – ability to quickly adjust plans and priorities; willingness to learn and adapt to complex systems and changing best practices.

Post offer, pre-employment screening requires successful completion of a Children's Division screening and criminal background check; and valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record report.

WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described below represent those an employee may encounter while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

- **Physical Requirements:** The employee is regularly required to stand, walk, sit, climb stairs, hear, and reach with hands and arms. The position may occasionally require lifting and moving objects weighing up to 25 pounds. Specific vision abilities necessary for this position include close, distance, color, peripheral, and depth perception, as well as the ability to adjust focus.
- **Schedule:** This position primarily follows standard business hours but requires flexibility to accommodate client needs, including occasional evening or weekend appointments. On-call shifts are also required on a rotating basis.
- **General Environment:** Work is performed in both an office setting and community locations, including at partner agencies. This role involves frequent direct interaction with individuals who have experienced trauma.



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TRAVEL REQUIREMENTS

This position requires travel within the community to provide advocacy and support to clients where they are most comfortable accessing services, to accompany clients to court, and to visit community partners. Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license.

EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- A bachelor's degree in social work, psychology, human services, or a related field or appropriate training and experience in providing case management, advocacy, or crisis intervention services.

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish
- Prior experience working with survivors of domestic violence
- Knowledge of local community resources
- Knowledge of child protective services and family court systems

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Hope House prohibits discrimination and is committed to equal employment opportunities for all qualified applicants and employees.