



POSITION TITLE: Client Services & Outreach Associate

RESPONSIBLE TO: Program Director

REQUIREMENTS

- Bachelor's degree in psychology, counseling, child development, sociology, criminal justice, or related field; or combination of college and relevant experience totaling at least 4 years.
- Experience working with children, adolescents, and families.
- Public speaking experience required.
- Ability to maintain client and case confidentiality.
- Excellent verbal and written communication skills.
- Strategic thinker with ability to manage short and long term goals.
- Ability to develop and maintain appropriate personal and professional boundaries.
- Detail oriented with strong time, organizational, project, and schedule management skills.
- Ability to respond positively to changing circumstances, meet deadlines and prioritize.
- Proficient knowledge and skills in Microsoft Office software, internet-based applications, and technology.
- Knowledge and understanding of adult and child development theories, dynamics of child abuse, legal and child welfare systems preferred.
- Ability to work as part of a collaborative team of professionals.
- Transportation and flexible hours may be required.
- At least 1 year relevant experience in the non-profit field is preferred.
- Experience in the education field is a plus.
- Fluency in Spanish is preferred.

OUTREACH

1. Coordinate, document, and provide facilitation of children's outreach programs and trainings for area professionals.
2. Work with Development and Outreach Coordinator on program development and new program implementation.
3. Attend and/or present at relevant fairs and organizations as needed.
4. Work with Development and Outreach Coordinator to train and supervise child care volunteers as needed.

CLIENT SERVICES

1. Provide direct client services to victims of child abuse and at-risk children and their families. (Includes but is not limited to individual, group, and family skills training)
2. Be available to work a flexible schedule as needed including evenings and on call.
3. Maintain ongoing communication with Family Advocates and Therapists.
4. Provide and manage child care services as needed or requested by CAC staff, including creating a schedule if needed.
5. Supervise and help train volunteers to assist in providing child care services in the center.
6. Maintain communication with Therapists and Family Advocates to determine and prepare for child care services as needed.
7. Communicate with the Administrative Assistant and other staff/volunteers for assistance providing child care services as needed.
8. Provide Family Advocacy Services as needed.

GENERAL

1. Assist in planning and preparing for fundraisers as needed.
2. Assist with maintaining a clean and safe work environment.
3. Participate in training, case review, and staffing meetings.
4. Ensure proper documentation into the CAC case tracking system and files.
5. Ensure compliance with program standards of Children's Advocacy Centers of Texas and any other funding source or regulatory agencies.
6. Maintain statistical records as required by the agency, federal, state, and local governments, funding sources, regulatory agencies, etc.
7. Other activities, as necessary, to support the mission of the agency and ensure advocacy for children in Grayson County and as assigned by the Executive Director.