

**Care House/Macomb County Child Advocacy Center  
Care House Family Support Services Assistant**

**Supervised by:** Family Resource Center Coordinator

**Last Revision Date:** February 1, 2023

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**AGENCY DESCRIPTION:** Care House is the Macomb County Child Advocacy Center. Our mission is to prevent and reduce the incidence and trauma of child sexual and physical abuse in Macomb County through collaborative, multidisciplinary, and effective family-centered activities. Established in 1996, Care House is the only agency in Macomb County providing comprehensive services for child victims of sexual abuse, physical abuse and child witness to violent acts, as well as their non-offending family members. Our services include the coordination of forensic interviews, crisis counseling, child safety assessments and trauma screening, trauma-focused therapy, support groups, referrals to other community resources and child abuse prevention education. Care House is an accredited member of the National Children's Alliance.

Our new Family Resource Center will be a welcoming hub of support, services and opportunities for families that:

- Utilizes an approach that is multi-generational, strengths-based and family-centered
- Reflects and is responsive to community needs and interests
- Provides support at no or low cost for participants
- Builds communities of peer support for families to develop and social connections that reduce isolation and stress

**Position Summary:**

The Care House Family Support Services Assistant plays a key role in the overall daily operations of the agency by assisting with activities to support families, facility management and administrative support. Responsibilities include, but are not limited to:

**Administrative Tasks and Facility/Operations Management**

- As the agency's first point of contact at our Warren satellite office, the Family Support Services Assistant is responsible for reception desk and reception area operations, including welcoming families and orienting them to the agency and professionally handling all incoming calls.
- Provides support to the Family Resource Center Coordinator and CAC Clinical and Intervention staff by overseeing day-to-day administrative responsibilities
- Works closely with the Family Resource Center Coordinator to develop and implement activities for families
- Maintains and updates community resources for families, locating new resources as needed.
- Connects families to needed resources, both internally and in the community.
- Assists with program monitoring, evaluation, data collection and reporting for grants
- Trains and may provide supervision for interns and volunteers working at the front desk
- Organizes and prioritizes assigned work for volunteers to accommodate work demands and scheduling and deadline requirements.
- Inventories and organizes office supplies and family pantries
- Prepares for meetings at facility, as well as making sure the office is tidy/presentable for families
- Assists with creating and updating marketing materials, such as newsletters and brochures

- Assists with special projects and events
- Assists Volunteer Coordinator with staff and volunteer/intern appreciation activities.
- Attends relevant trainings and meetings

### **Other Responsibilities**

1. The Family Support Services Assistant will adhere to the policies outlined in the Care House Policy and Procedure Manual and the Care House Employee Manual.
2. The Family Support Services Assistant will participate in staff meetings and other agency activities, public speaking engagements, collaborative activities and other duties as assigned.

### **Professional Standards and Skills, Knowledge and Abilities Requirements**

A bachelor's degree in a human services field is preferred and/or a minimum of two years' experience working with children and families. Excellent interpersonal skills both in person and by phone, with a high level of professionalism. Ability to accomplish projects with little supervision. Fantastic customer service ethic and high expectations for quality.

- Proficiency in Microsoft Office applications
- Excellent communicative, organizational and clerical skills.
- Adequate knowledge of the concept of child advocacy centers and family resource centers
- Strong written and oral communication skills
- Superior computer skills
- Ability to work independently and to manage multiple projects
- Able to maintain strict confidentiality
- Performs job duties in accordance with professional ethics and organization's policies and procedures
- Efficiently manages time, resources and workload priorities in order to meet deadlines and produce quality work product
- Strives for accuracy and excellence in all aspects of their job performance
- Effectively works with others to promote a respectful, supportive and collaborative team culture
- Consistently demonstrates ethical and professional behaviors and leadership skills that are in support of the mission of Care House and serves as an advocate for the agency and its clients to support and promote quality standards for child abuse investigations in Macomb County.
- Consistently interacts with others in a culturally sensitive, inclusionary manner
- Demonstrates flexibility, openness to change and receptive to new ideas

The physical environment is an office building. The position requires the ability to sit at a desk, work on a computer and do some light lifting. The position may involve some travel for meetings and training purposes. All employees must have no criminal convictions (felonies/crimes) of child abuse/neglect or violent crimes and no listing as a perpetrator on the Department of Human Services Central Registry.

Employees must be able to deal with a variety of emotions under stressful situations and be able to deal with people who may be very upset. Emotional stability and personal maturity are essential. Employees must be able to provide services to diverse populations with competency and sensitivity and maintain the highest standards of confidentiality.

**Job classification and status:** The Family Support Services Assistant is under the supervision of the Family Resource Center Coordinator. This is an exempt position. The position requires 40 hours per week with some flexibility in scheduling, including occasional evenings and weekends.

All employment relationships with Care House are of an at-will nature and can be terminated with or without cause, and with or without notice. Nothing in any job description, employment agreement, personnel policy or future evaluation shall alter the at-will nature of this employment nature.

**The above job description is intended to summarize the essential functions of and requirements for the performance of this job. It is not meant to be an exhaustive list of miscellaneous duties and responsibilities that may be requested in the performance of this job. Employees are occasionally required to participate in activities outside of normal business hours.**

*The Macomb County Child Advocacy Center, Inc./Care House is an equal opportunity employer and maintains a policy of nondiscrimination with respect to all employees and applicants for employment. All personnel actions, such as recruitment, hiring, training, promotion, transfer, layoff, recall, compensation and benefits, discipline, termination, and education, recreational, and social programs are administered without regard to sexual orientation, race, color, sex, religion, national origin, citizenship status, age, disability status, opposition or participation activity protected by applicable law, or membership or application for membership in a uniformed service. Employment decisions, subject to the legitimate business requirements of Care House, are based solely on an individual's qualifications, merit and performance.*