Title: Family Advocate

Montgomery County Coroner’s Office (Dayton, OH)

Responsibilities: This position is defined as, but is not limited to developing, implementing, and managing the Family Advocate program that provides direct customer and support services to those who have experienced an unexplained, violent, or suspicious, or accidental overdose death of a loved one. This position serves as a liaison between the Montgomery County Coroner’s Office, county-wide public health initiatives, and the legal system. Duties include:

* Identify and track feedback from family members and uses this information to inform prevention (overdose, suicide, infant death) efforts and contribute to committee review work.
* Share data with public health committees to further inform prevention efforts.
* Develop, implement, and monitor procedures for identifying resources and making referrals to appropriate community agencies, crisis intervention services, victim assistance, grief counseling services, or other behavior health resources, as appropriate.
* Integrate efforts across systems (courts, law enforcement, child welfare, etc..) to improve family outcomes for those affected by unexpected death of a loved one.
* Provide information on the death process in an empathetic, supportive manner to the grieving person(s) and offer community resources as appropriate.
* Liaison conferring with MCCO staff about case status and deliver proactive communication to the family members.
* Collaborates with other agencies on grant writing and community health projects.
* Creates and manages statistical data, visualizations, and presentations to inform the community, government officials, and public health partners of death trends.
* Participates in formal and ongoing programs and committees developed by public health partners.
* Participates in continuing education programs and is familiar with all operations of the MCCO.
* Prepares comprehensive reports describing progress toward goals, objectives, and overall accomplishments of the program.
* Participates in the quality management system as requested by the Quality Manager.
* Assist in the creation and implementation of new policies, procedures, and/or process changes and improvements.
* Respond to public information requests, when needed.
* Arrange a system of subsequent communication to grieving families ensuring a positive experience with the MCCO team.
* Develop and distribute materials for family support and outreach.

Position Specifications:

* Three (3) years of experience in some or all of the following: victim advocacy, social work, crisis intervention and/or another closely related field which includes case management experience.
* Bachelor’s degree in Social Work, Counseling, Family Studies, Psychology, Criminal Justice, or another closely related behavioral or social science field.
* Knowledge of office practices and procedures; social service agencies; and computer skills.
* Ability to handle sensitive situations and information.
* Ability to develop and maintain an effective working relationship with all parties involved.
* Must possess skills in effective oral and written communication, including an attention to detail.

Preferred education/certification/training/experience:

* Certified in grief counseling or related course work
* Experience in public service working in an advocate related capacity
* Experience in a Medical Examiner or Coroner’s Office