

Family Advocate (Family Support & Outreach)

Reports To: Director of Advocacy (under Executive Director of Institutional Strategy & Culture)

Commitment: Flexible/Scheduled Family Support

Location: Remote

Status: Volunteer (Uncompensated)

Mission & Role Summary

The Family Advocate Volunteer serves as the primary, compassionate liaison between Compass IGG & Advocacy and the families impacted by missing persons. This role is dedicated to empowering families by providing direct education and guidance. The Family Advocate Volunteer ensures families are informed partners in the effort to bring their loved ones home.

Key Areas of Responsibility

Family Education & DNA/Data Support

- Serve as an educational resource, clearly explaining the process of investigative genetic genealogy and the role of familial DNA in identification efforts.
- Gently educate and assist families who wish to take a DNA test, guiding them on test selection, proper sample collection, and registration.
- Provide step-by-step technical assistance for families to upload their raw DNA data to databases that permit use by law enforcement (LE) agencies, adhering to all privacy protocols.

Genealogical Collaboration & Documentation

- Facilitate collaboration between the family and a Compass Genealogist to accurately gather information and create initial family trees for the missing person and/or related family members taking DNA tests.
 - Instruct families on creating and uploading GEDCOM files to supporting DNA databases, ensuring the data is properly linked and secured for research purposes.
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Family Resources & Ongoing Support

- Thoroughly review the organization's educational and action toolkit with families, ensuring they understand all available options and steps they can take in their case.
- Act as a stable point of contact to assist families with any subsequent actions, logistics, or necessary documentation required to advance their loved one's case.

Requirements & Vetting

- **Empathy & Communication:** Exceptional interpersonal skills with a demonstrated capacity for active listening, empathy, and communicating sensitive technical information clearly.
- **Security Mandate:** Must have access to a reliable, private internet connection and a personal computer that is password protected and not shared with others.
- **Vetting:** The offer to serve as a Family Advocate Volunteer is strictly dependent on the candidate successfully passing a background check.
- **Confidentiality:** Must adhere to strict confidentiality agreements regarding sensitive case information.

Qualifications & Desired Attributes

- Experience in advocacy, client service, social work, or non-profit volunteer work is highly desirable.
- Proficient in using and explaining digital tools, including DNA database websites, file uploading processes, and general computer skills.
- Familiarity with basic genealogical concepts, including family trees and the structure of a GEDCOM file, is a strong asset.
- Commitment to maintaining the highest levels of professionalism, confidentiality, ethics, and respect for the diverse emotional needs of the families served.