

JOB SPECIFICATIONS

JOB TITLE: Family Advocate

REPORTS TO: Family and Community Services Manager and Center Manager

SUPERVISES: None

SALARY RANGE: \$31,500.00 - \$41,600.00 annually

SUMMARY OF JOB: The Family Advocate is responsible for working with families to help them realize their self-sufficiency goals. He/she engages families in their child/ren(s) learning activities and serves as the link between families and community resources. The advocate is also responsible for assisting staff with finding resources for children with exceptionalities.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Assist parents/guardians with identifying their individual and family strengths and needs.
- Assist families with developing family service plans
- Link families to needed community resources
- Assess and evaluate family success in reaching their goals (outcomes)
- Coordinate services when families are connected with more than one service.
- Follow up with families to assess goal attainment or to adjust/adapt goals, as necessitated.
- Assist with ensuring ERSEA compliance.
- Process all transfers and terminations ensuring appropriate documentation is completed.
- Maintain family files ensuring all required documents are obtained and all signatures documented.
- Enter child and family data into ChildPlus timely and accurately
- Ensures accuracy of data and ensures data is entered timely.
- Analyzes and reports on data, as required
- Establishes collaborative relationships with community organizations
- Verifies eligibility for the program by collecting, reviewing and maintaining required documents
- Monitors enrollment and attendance.
- Provide support to center staff and work collaboratively for the well-being of the children and families served
- Conduct parent education and other trainings for parents/guardians
- Participate in staffings, staff meetings and trainings

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- Conducts home visits with families for the purpose of establishing rapport, obtaining paperwork, setting and following through with goals, assuring that children's records are obtained and providing crisis assistance, as needed.
- Inform parents and neighborhood residents of services offered through Head Start and other programs of Total Community Action, Inc.
- Performs other duties as assigned.

Staff working at the training center will be responsible for mentoring and providing on-the-job training for new employees and other staff from the broader childcare community. Staff must be comfortable sharing their expertise and experience.

REQUIRED SKILLS AND ABILITIES:

- Ability to learn and implement Head Start Performance Standards and state and local licensing requirements
- Must have a proven track record of successfully working with families to achieve their goals.
- Knowledge of child development of children 0 – 5 years old
- Ability to adapt professional expertise to the needs of Head Start and Early Head Start staff
- Ability to communicate and work with diverse families and professionals.
- Ability to effectively guide childcare partners and staff towards obtaining positive results
- Ability and willingness to work in a program located in a high-risk, low-income community.
- Proven ability to function as a leader, as well as a team member.
- Ability to exercise discretion in handling confidential information and materials.
- Ability to communicate and respond in a manner that consistently demonstrates respect and concern.
- Must have excellent organizational skills and proven ability to work within prescribed timelines.
- Must have excellent written and verbal communication skills.
- Must have reliable transportation and be willing and able to travel to partner sites.
- Intermediate knowledge of computer applications, word-processing software in a Windows environment and ability to learn and master other computer technology /software as needed.

EDUCATIONAL AND WORK EXPERIENCE REQUIREMENTS:

Bachelor's degree in Social Work, Counseling or related field or Bachelor's degree with two (2) years' experience working with high risk families.

Criminal background clearance and a physical examination and TB test are required as condition of initial employment and continued employment. Current driver's license, car, and liability insurance required.