

FAMILY ADVOCATE	
REPORTS TO	Center Manager
DEPARTMENT	Child and Family Development Programs
PROGRAM ASSIGNED	Head Start – Child and Family Development Programs
LOCATION	Center Location
SUPERVISORY	No
FTE STATUS	100% (approx. 9.5- 11 months)
FLSA STATUS	Non-Exempt
SCHEDULE	M-F, 8:00AM-4:30PM
SALARY RANGE	\$24.78-\$42.39 / Hour

PRIMARY PURPOSE

The family advocate is a link between families and community services. The individual must be able to work with parents, children and staff in a positive manner. The family advocate will support the center staff in establishing partnerships with families to set family goals, complete social services and health services for children.

S/he will support the center staff by encouraging parent and community volunteers in all areas of the program. S/he will coordinate parents in organization of parent events and parent meeting.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Coordinate and encourage parent involvement. Responsible to train community volunteers to work in the center. Recruit and train parent volunteers to assist in all areas of the center, including CTA.
2. Assist Center Manager in following the program recruitment process and participate in recruitment events, including completing the application process.
3. Assist Center Manager in maintaining funded enrollment and maintaining a waitlist so the program can fill any vacancy within 30 days.
4. Assist Center Manager with parent orientation, training and education for parents.
5. Work with Center Manager to ensure social service home visits are completed and documented.
6. Maintain documentation for all social service activities, referrals and family contact.
7. Work with the center manager and staff to ensure services are completed and referrals/follow-up occurs with families.
8. Maintain documentation for all service activities, referrals and family contact.
9. Assist families with establishing a medical and dental home, completing treatment and nutrition surveys as well as updating program tracking of these services.
10. Assist center manager to ensure hearing, vision and other screenings are completed within the program required timelines.
11. Maintain knowledge of available community resources.
12. Must maintain a working knowledge and implement program plans, policies and Head Start Program Performance Standards.

13. Assist with completing necessary Child Plus data entry to help ensure and maintain accurate program data.
14. Maintain good working relationships with community agencies and individuals.
15. Work in a cooperative manner with all staff and program committees to ensure a team approach to the delivery of services to the families and children in Head Start.
16. Must maintain a working knowledge and implement program plans, policies and Head Start Program Performance Standards.
17. Fulfill requirements as a Mandatory reporter.
18. Other duties assigned.

OTHER DUTIES AND RESPONSIBILITIES

1. Assist with the coordination of and encourage parent engagement in all areas of the program.
2. Maintain positive public relations in the community including supporting other CAT programs and activities.
3. Coordinate with teaching staff to follow up on attendance and absenteeism.
4. Participate in center and program staffing events on families.
5. Other duties as assigned by the supervisor.
6. Must be willing and available to work flexible hours, occasional evenings or weekends; also, to include the ability to attend meetings and trainings that may require out-of-town travel and overnight stays.
7. Ensures and maintains strict confidentiality of all sensitive information.

Code of Conduct:

Perform all work in compliance with program plans, policies, Head Start Program Performance Standards, and CAT Codes of Conduct.

Confidentiality:

Respect and maintain program and client confidentiality policies regarding enrolled children and families, personnel issues, and other program operations as appropriate. Continuously ensure strict confidentiality of all sensitive information encountered while performing the duties of the position.

Training:

In consultation with supervisor, develop professional work goals and development plan, participating in training as requested.

JOB/BEHAVIORAL COMPETENCIES

1. Experience and education in children's learning styles.
2. Evidence of organizational skills with attention to detail.
3. Must have a current pediatric and adult First Aid/ CPR cards.
4. Must have dependable transportation and/or valid driver's license and auto insurance.
5. Evidence of ability to work in a cooperative team manner, coordinate directly with members of management, able to follow directions and program rules and policies.
6. Must be on the Central Background Registry, pass a pre-employment drug screening

- and have completed a TB screen.
7. Must be willing and available to work flexible hours, occasional evenings or weekends; also, to include the ability to attend meetings and trainings that may require out-of-town travel and overnight stays.
 8. Must have working knowledge and skills with computers including Microsoft Office, Adobe, Google Drive, etc.
 9. Ability to work with families from a diverse population.
 10. Ability to de-escalate situations effectively, and to problem solve efficiently and bring issues to resolution.
 11. Ability to maintain attention to detail and return to task quickly despite constant interruptions.
 12. Ability to effectively communicate positively, respectfully, sensitively and confidentially in a professional manner with children, families, community partners and co-workers in both verbal and written format.
 13. Ability to work with low-income and/or special needs families, including families in a diverse population with dignity and respect.
 14. Must have intermediate working computer knowledge and skills.
 15. Evidence of ability to work in a cooperative team manner, coordinate directly with members of management, able to follow directions and program rules and policies.

COACHABILITY - JOB DESCRIPTION ESSENTIAL FUNCTION

1. Complete designated job tasks, special projects and all other duties as assigned to meet team, department, and Community Action Team, Inc. goals, while working cooperatively, efficiently, and productively in a team environment.
2. Actively demonstrate high levels of employee engagement, accountability, coachability, and responsibility for personal performance and results.

COACHABILITY – JOB DESCRIPTION KNOWLEDGE, SKILLS ABILITIES

1. **Growth Oriented** - Seek out and approach training opportunities with active engagement and curiosity, while learning and exhibiting understanding of Community Action Team, Inc policies, protocols, and performance expectations. Demonstrate initiative to incorporate and implement learning principles from informal and formal training, as well as feedback from leaders and co-workers. Actively pursue professional development opportunities to add value to Community Action Team, Inc, including learning, adopting, and quickly adapting to new techniques and technologies used in the changing utility industry.
2. **Accountable** - Actively demonstrate accountability and responsibility for both work product results and the impact behaviors and decisions may have on the ability of others to do their jobs well. Work cooperatively in a team environment, while consistently demonstrating collaborative, respectful and productive work habits.
3. **Coachable** - Receive, interpret, and implement job-related instruction, guidance, coaching, and training (both formal and informal) while progressively improving skills and overall success in performing assigned duties. When issues of poor performance or negative behaviors are raised,

incorporate feedback in a constructive manner that demonstrates understanding of the concern and an ability and willingness to achieve the required consistent and sustained improvement.

MINIMUM QUALIFICATIONS AND EXPERIENCE

Minimum:

1. As required in Performance Standards, must have a credential or certification in social work, human services, family services, counseling or a related field or completed within 18 months of hire.
2. Minimum of one year of experience in the Social Service or related field with ECE experience.
3. Must have current pediatric and adult First Aid/CPR cards within 90 days of hire.

PREFERRED:

1. Bachelor's degree in Human Studies or related field
2. Knowledge of adult learning styles
3. Bilingual skills

PHYSICAL DEMAND

☐ Lifting	☐ Pulling	☒ Reaching	☒ Manipulating
☐ Carrying	☐ Pushing	☐ Shoveling	☒ Keying/typing
☐ Other (specify)			

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.			X	
Between 5 & 25 lbs.		X		
Between 25 & 60 lbs.	X			
More than 60 lbs.	X			

☒ Sitting	☒ Standing	☒ Walking
☒ Stooping	☒ Bending	☐ Confined
☒ Other (Kneeling)		

MENTAL OR VISUAL DEMAND

☐	Occasional mental and/or visual attention; the operation/task performed is either close to being automatic or the duties require attention only at long intervals.
☒	Frequent mental and/or visual attention; the flow of work is either intermittent or the process involves intermittent checking or interacting with others.
☐	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor and respond to various situations.

☐	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
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☐	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.
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WORKING CONDITIONS

☐ Dust	☐ Dirt	☐ Heat	☐ Cold
☐ Fumes	☐ Noise	☐ Vibration	☐ Water
☒ Other (Indoors)			

☐	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
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☒	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
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☐	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
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☐	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
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☐	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.
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ATTENDANCE

1. Typical schedule is Monday-Friday
2. Hours are generally 8:00 AM – 4:30 PM with occasional need for weekend or off-hours to support for events, trainings, etc.

SAFETY

Compliance with regular safety guidelines is acceptable.

FLSA STATUS

Non-Exempt

CERTIFICATES/LICENSES

1. Food Handler's
2. Driver license
3. First Aid & CPR – Adult/Children

EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

☐ Executive/Senior Level Managers (1.1) ☐ Sales (4) ☐ Laborer (8)	☐ First/Mid-Level Managers (1.2) ☐ Administrative Support Workers (5) ☐ Service Worker (9)	☐ Professional (2) ☐ Craft Worker (6)	☐ Technician (3) ☐ Operative (7)
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SIGNATURES & DATES - The following signatures are required to confirm the accuracy and completeness of the Job Description; that essential functions are aligned with organization goals and objectives; to validate that it is clear, concise and supports compliance with legal considerations; and employee understanding of the job requirements.

NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

I have read this job description. I understand my responsibilities and will fulfill them to the best of my ability.

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>