

Cornerstone Community Action Agency

Job Description

JOB TITLE: **Family Advocate Level 2**

Exempt (Y/N): No.

Introductory period: 180 days

Supervisor: Center Director

Work Period: 12 months per year

Cornerstone Community Action Agency. is committed to a policy of Equal Opportunity Employment (EOE) in its dealings with both employees and applicants for employment. As such, CCAA provides equal opportunity without regard to race, ethnicity, age, religion, sex, sexual orientation, national origin, disability, status as a veteran, or any other characteristic protected by law except when such characteristic is a bona fide occupational qualification.

CCAA Vision Statement

To build thriving and self-sufficient communities by creating equal opportunities for all individuals and families.

CCAA Mission Statement

A Community in Action, Empowering People, Changing Lives, and Offering Hope to Achieve Self-Sufficiency.

This position assists in the fulfillment of the agency's mission by creating an opportunity to empower people, change lives, and offer hope to achieve self-sufficiency for each individual and family we serve.

SUMMARY: Create, provide, and coordinate services and activities with families and communities that foster strength, healthy living, and overall well-being. Provide support in a case management style and act as a liaison between families, staff, the community, and other family-related services. Ensure compliance with federal regulations, state licensing regulations, and Cornerstone Community Action Agency Policies and Procedures. This position will be mentored by a Family Development Credentialed Advisor until appropriate credentials have been obtained.

ESSENTIAL DUTIES AND RESPONSIBILITIES. The Family Advocate Level 2 will:

- Work with the Center Director and PFCE Manager to provide services to families.
- Maintain current knowledge of changing systems, regulations, family life education best practices, and program policies.
- Ensure compliance with all federal, state, and local legal requirements by studying HSPPS, state licensing regulations, recommended best practices, and CCAA policies for Child and Family Services.
- Attend conferences, meetings, staffings, and community events, as designated.
- Ensure that all required information is input into ChildPlus in a timely manner. Prepare appropriate outcome reports for family and community services as requested by the PFCE Manager.
- *General duties:* 1) serve as the primary persons for recruitment and enrollment in the local communities they serve; work closely with Center Directors, PFCE Manager, and ERSEA Specialist to achieve full enrollment, with waiting lists, at all times 2) engage families to ensure children attend and receive services 3) Support family literacy as defined by the HSPPS 4) support family well-being, including family safety, health, and economic stability 5) foster parental confidence and skills that promote the early learning and development of their children 6) continue for as long as the family participates in the program, based on parent interest and need 7) provide parents with opportunities to participate in the program as employees or volunteers 8) conduct family engagement services in the family's preferred language, or through an interpreter, *to the extent possible*, and ensure families have the opportunity to share personal information in an environment in which they feel safe.

- *Work with parents:* 1) Develop relationships with parents and structure services to encourage trust and respectful, ongoing two-way communication between staff and parents to create welcoming program environments that incorporate the unique cultural, ethnic, and linguistic backgrounds of families in the program and community 2) Recognize parents as their children's primary teachers and nurturers and encourage parent activities to promote children's learning and development programs 3) Inform families of HS/EHS services and promote parent engagement in all facets of the program. 4.) Schedule and meet with families on a regular basis
- *Family partnerships:* 1) ensure that intake and family assessment procedures are designed to identify family strengths and needs related to the family engagement outcomes as described in the Head Start PFCE Framework, including family well-being, parent-child relationships, families as lifelong educators, families as learners, family engagement in transitions, family connections to peers and the local community, and families as advocates and leaders 2) collaborate with families in a family partnership process that identifies needs, interests, strengths, goals, and services and resources that support family well-being, including family safety, health, and economic stability 4) help families achieve identified individualized family engagement outcomes by working with families to review individual progress, revise goals, evaluate and track progress, and adjust strategies on an ongoing basis, as appropriate.
- *Engaging fathers:* 1) Understand that father engagement is a vital and integrated aspect of parent, family, and community engagement work 2) work to engage fathers as advocates, lifelong educators, and first teachers of their children.
- *Social services:* 1) Work with community agencies to obtain resources for social services for HS/EHS families 2) Assist families in accessing social services programs provided by the State government, Federal Government and local community organizations 3) Assist families in obtaining transportation to social services agencies 4) Maintain documentation of social services to families 5) Comply with HSPPS and CCAA policies regarding confidentiality.
- *Parent meetings:* Coordinate parent meetings in collaboration with the parent committee and offer programs tailored to parent interests.
- *Health and wellness:* 1) Work with parents to provide advocacy, referrals (from community resources), and assessment of needs of HS/EHS children and families for medical, dental, nutrition, social services, and other health services as needed 2) Assist families in scheduling medical and dental screening exams and follow-up appointments for HS/HS children within the required time limits 3) Work with parents to schedule disabilities and/or mental wellness appointments for children as needed 4) Help parents navigate the system in order to find health insurance for their child.
- Complete other duties as assigned by the Center Director.

General Responsibilities The staff member will:

- **Appearance:** Ensure personal appearance, personal hygiene, and dress are appropriate for the day's activities and comply with dress code.
- **Reliability:** Ensure he/she can be counted on to carry out assigned responsibilities independently.
- **Safety:** Safely and properly use, maintain, and operate all equipment for carrying out duties.
- **Punctuality:** Employee observes regularly scheduled work hours.
- **Compliance:** Employee follows Agency policies, procedures, and established regulations

Qualification Requirement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

Must be 18 years old or older. Must be willing to obtain a credential in social work, human services, family services, counseling, or in a related field, within 18 months of hire. 2) Must be knowledgeable of the social, emotional, physical needs of low-income families, must have experience working with low-income families and the general public and be able to relate to families and to understand their needs and concerns. Good diagnostic, troubleshooting, and problem-solving skills. Experience in the administration of childcare program or entity relative to assignment.

Additional skills for compliance include: research skills, reporting research results, analyzing data, coordination, and staff and program evaluation skills.

Required Skills/Abilities

Language Skills

Must have ability to read and interpret documents such as Agency policies and procedures, program outlines and regulations, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of people, employees, or community organizations. Ability to provide training on regulations, policies, and procedures. Must be able to utilize the telephone to verbally communicate in an effective professional manner with the general public, agency clients, vendors and staff.

Reasoning Ability

Must have ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have ability to deal with problems involving several concrete variables in standardized situations.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Physical Demands

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit for long periods of time and use hands and fingers to gather information, write, fax, data entry, telephone, keep his/hers working office clean and orderly. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception, and the ability to adjust focus. Specific hearing and speaking abilities required by this job include listening to and talking to the general public, agency clients, vendors, and staff. Sustained concentration and attention to detail and accuracy, along with ability to prioritize a complex workload. The employee must be able to lift or move up to 25 pounds.

Other Skills and Abilities

Ability to operate a personal computer, proficient in use of e-mail and Microsoft Office Suite or related software. Competent in the use of fax and copier machines, calculators, and other office machines. Must maintain a current driver’s license and have a reliable vehicle.

**This form reflects the general details considered necessary to describe the essential function of the job identified and shall not be considered as a detailed description of all the work requirements that may be inherent to the job. Failure to comply with Personnel Policies, job responsibilities, and functions, safety policies, can result in disciplinary actions up to and including termination.*

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

EMPLOYEE RECEIPT OF JOB DESCRIPTION

This job description is not intended to be all inclusive. CCAA reserves the right to revise or change job duties. This job description does not constitute a written or implied contract of employment.

I have read and understand this job description. I certify that I am able to perform the requirements of this job description. I have a received a copy of this document.

Employee SIGNATURE

Date of Signature

Employee PRINTED NAME