

JOB DESCRIPTION

POSITION TITLE: Family Advocate

PC Approved: 3/20/2025

STARTING WAGE: \$21.92 - \$29.25 per hour

BENEFITS: Agency-paid family insurance up to \$1,100/month or single health insurance (prorated per schedule); 4% retirement match after 6 months; Life Insurance

POSITION CLASSIFICATION: Full Time Seasonal

ACCOUNTABLE TO: Head Start Director and Family Service Manager

QUALIFICATIONS

- Bachelor's or Associate's degree in Human Services, Education, or a related field and/ or a credential or certification in social work, human services, family services, counseling, or a related field preferred.
- Minimum of A high school diploma or equivalent with relevant experience in early childhood education. Must possess or be willing to obtain a Child Development Associate (CDA) credential or an equivalent qualification with experience working with preschool children and their families.
- Must possess, or be willing to obtain, a Family Service Credential or equivalent if responsible for Family Partnership Agreements.
- Must have a valid driver's license and auto insurance. Must be unbiased towards low-income families and racial and ethnic groups. Must understand cultural diversity and differing values.

PRIMARY OBJECTIVE OF THE POSITION

The Family Service Manager oversees and coordinates family support services within the Head Start program, ensuring compliance with Head Start Performance Standards. This role involves collaborating with parents, community resources, and Head Start staff to deliver comprehensive family services. The Family Service Manager is responsible for recruiting and enrolling income-eligible children and families in the program and representing the program as a community resource in the delivery of high-quality social services.

Major Areas of Accountability

Family Engagement & Support

- Assist families/individuals to identify and achieve basic needs, parenting, and self-sufficiency goals.
- Encourage and support families/individuals, implementing case management methods for those seeking to improve their quality of life.
- Promote the development of skills necessary for participants to become economically independent and succeed in their chosen roles.
- Promote a positive self-concept and self-esteem among participants.
- Provide guidance and referral services to assist participants in meeting their long- and short-term goals.

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- Develop appropriate support mechanisms to assist participants in achieving their objectives.
- Make home visits a priority and additional visits as appropriate.

Recruitment & Enrollment

- Support field staff in recruiting and enrolling income-eligible children and families for the program.
- Support and provide feedback for the annual Recruitment Plan of Action, supporting field staff's engagement in outreach efforts, child enrollment, and the maintenance of waiting lists.
- With the direction of the Family Service Manager, provide guidance and training to field staff on effective recruitment strategies and enrollment procedures.
- Support the Family Services Manager in tracking and evaluating recruitment efforts, ensuring compliance with Head Start Performance Standards and organizational goals.

Compliance & Program Standards

- Ensure confidentiality of family records.
- Adhere to the agency's policy concerning data privacy.
- Inform the Family Service Manager of all problems, unusual or extraordinary matters of significance to enable prompt corrective action.

Program Development & Implementation

- Collaborate and coordinate appropriate services with county social services, schools, and other agencies.
- Work cooperatively with all Head Start staff to promote and work toward self-sufficiency goals.

Monitoring & Reporting

- Responsible for Child and Adult Care Food Program (CACFP) duties, including food monitoring.

Collaboration & Communication

- Attend Head Start Staff Meetings and training sessions.
- Collaborate with internal staff and external agencies to comprehensively support participants.

Administrative & Other Duties

- Perform other duties and responsibilities as assigned by the Supervisor.
- Support the staffing in classrooms as requested by the manager.

REQUIREMENTS

- **Background Checks:** Must meet the requirements outlined in 1302.9b of the Head Start Performance Standards.
- **Professionalism:** Maintain a professional atmosphere within the work environment with Head Start/Early Head Start and school staff.
- **Punctuality and Time Management:** Consistently arrive on time, manage your schedule effectively, and meet all deadlines.

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- **Physical Requirements:** Must be able to lift 10 lbs. frequently and 10-50 lbs. occasionally.
- **Travel:** Must be able to attend out-of-town overnight meetings on occasion.
- **Interpersonal Skills:** Must be mature, sensitive, and able to relate well to children and adults.
- **Personal Presentation:** Must maintain a neat and well-groomed appearance.
- **Communication Skills:** Must have good reading, writing, and communication skills.
- **Learning Environment:** Create a conducive learning environment for both home visits and center activities.
- **Professional Development:** Demonstrate a willingness and desire to improve professionally.
- **Commitment:** Must be dedicated to fulfilling responsibilities in alignment with the program's philosophy and goals.
- **Transportation:** Must have reliable transportation and live within the general service area.
- **Population:** Must possess the ability to work with low-income families and relate well to parents.
- **Head Start Commitment:** Must be dedicated to the Head Start Program's philosophy and goals.

Equal Opportunity Employer Statement

We are an Equal Opportunity Employer. We do not discriminate based on race, religion, color, sex, age, national origin, or disability.