

South Central Community Action, Inc.
Position Description

Position Title: Family Advocate

Department: Head Start

Pay Grade: 15

Reports To: Family Services Coordinator

Position Status: Full-Time

Purpose of Position

Under supervision of the Family Services Coordinator, the Family Advocate assists the Family Services staff with intakes, recruitment, attendance/food service record keeping, and to provide assistance to the Family Services Coordinator to insure that the component and program meet federal and local standards. The Family Advocate will treat all individuals with dignity and respect, make necessary referrals for clients, and exemplify the South Central Community Action Program, Inc. (SCCAP) commitment to empowering people to reach their potential.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Assists in the development and implementation of the program's child recruitment and outreach process; provides information to staff; distributes pamphlets/information to agencies, home, community; attends recruiting events, answers questions for prospective parents; sends out applications.
- Will not leave children unattended or unsupervised, in accordance with SCCAP policies and procedures, while children are in the care of SCCAP employees. Failure to comply with this would be considered child neglect and endangerment.
- Ensures that the reporting of any and all suspected cases of child abuse and neglect; as required by law, is done in the accordance with SCCAP policies and procedures.
- Conducts intake interviews to enroll students', schedules intake interviews, and enters data into the Head Start database in an accurate and timely manner.
- Under the supervision of the Family Services Coordinator, is responsible for social services outreach to assigned full-day families. Utilizes sound principles of adult intervention techniques.
- Assists with ensuring program compliance with federal standards, state laws, and local grant goals and objectives.
- Perform record keeping and internal and external reporting tasks in a timely and objective fashion. Prepares and submits accurate reports including PIR, quarterly, and annual reports.
- Organizes, maintains and audits main child files, claims, paperwork; to ensure complete compliance with all Federal, State, and Agency regulations and guidelines
- Check child attendance records to determine needed follow up for children attending assigned classes.
- Assists families with accessing Hoosier Healthwise provides referrals for families and children and assists families in meeting goals.

- Provides referrals to families to other SCCAP programs such as Circles Initiative, Energy Assistance, Weatherization, Affordable Rental Housing, Section 8, Trash Sticker/Bag and Water Utility program (Monroe County only), and Family Development.
- Promotes positive public relations; serves on numerous committees to educate and advocates for Head Start families with the community at-large as well as local and state agencies. Secures and involves other agencies in distribution of child recruitment and enrollment information. Makes referrals to social service agencies and childcare centers as needed
- Reports suspected child abuse/neglect to supervisor and/or Department of Child Services (DCS) according to Agency policies.
- Maintains documentation of referrals and follow-ups in computer database.
- Participates in and supports all assigned classrooms' open houses.
- Works and interacts with key personnel to ensure optimum classroom placement of children.
- Assists families in maintaining health follow-up and accessing medical care.
- Promotes parent participation in services; provides assistance with and educates parents regarding availability and use of childcare resources in the community.
- Participates in and supports at least four events annually hosted or sponsored by SCCAP; including parent events, and community fairs.
- Actively participate in securing in-kind contributions from families, professionals and community members.
- Engages parents in volunteering, community service, and other ways of contributing to program activities and services.
- Provide opportunities for children and families to participate in family literacy services.
- Make decisions and act based on family support principals, theories, practices, and code of ethics.

Minimum Training and Experience Required to Perform Essential Duties and Responsibilities

- High school diploma or equivalency; or any equivalent combination of education, training, and experience that provides the necessary knowledge, skills, and abilities.
- Skilled in the use of computers for email, creation, and manipulation of databases, and Microsoft Office.

Special Requirements

- Must be able to obtain CPR and First Aid Certification within 60 days of hiring. (SCCAP will provide the training).
- Ability to travel locally, regionally, and nationally to attend to daily work demands, meetings, workshops, and conferences.

Minimum Physical and Mental Abilities required to Perform Essential Job Functions

Physical Requirements

- Ability to exert physical effort in light to moderate work involving lifting, carrying, pushing, and pulling; ability to stoop, kneel, crouch, and crawl; ability to climb and balance; tasks require visual perception and discrimination.

Mathematical Ability

- Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to perform mathematical operations with fractions; ability to compute discount, interest, profit and loss, ratio, and proportion; ability to measure data and use/utilizes descriptive statistics and statistical theory.

Language Ability and Interpersonal Communication

- Ability to comprehend, prepare, and correctly use a variety of informational documents including Genesis Earth database, attendance records, birth certificates, physical/dental forms, enrollment applications, food forms, recruitment flier, time sheets, training sheets, intake forms, memos, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to comprehend a variety of reference books and manuals including computer manuals, child care directories, IRIS/community resources, etc.
- Ability to communicate positively and effectively with staff, government officials, parents, children, supervisor, Board of Directors, and the general public verbally and in writing; while conforming to all rules of punctuation, grammar, diction and style.
- Ability to respond competently and positively to the culture, traditions, lifestyles, language, and values of each individual, family, and community.
- Ability to use and interpret Head Start jargon, and early childhood terminology and language.
- Ability to maintain the integrity of confidential employment, client, and business information.
- Ability to accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information.
- Ability to use independent judgment and principles of rational systems in the performance of tasks.
- Ability to work under stressful conditions, to respond immediately to crisis situations, and to balance priorities within and between offices/departments.
- Ability to maintain personal composure, tactfully handle difficult situations, and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients and staff.
- Ability to maintain complete, organized, and accurate files for all assigned tasks and program areas, ensuring that the files are in compliance with all Federal, State, and Agency guidelines and requirements.
- Ability to counsel, supervise, and mediate and to persuade, convince, and influence others.

- Ability to advise and interpret the application of policies, procedures, and standards to specific situations. The ability to explain, demonstrate and clarify to others, the understanding of the well-established policies, procedures and standards.

Environmental Adaptability

- Ability to work effectively in an office/school environment and at client in-home settings being exposed to a variety of potential hazards including, dust, unsanitary conditions, odors, disease, etc.
- Ability to protect self and others when dealing with aggravated, irate, upset, unstable, violent, and intoxicated persons/clients.

This job description describes the general nature and level of work performed by employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the Executive Director, their Department Head, and/or their immediate Supervisor. All requirements are subject to change over time and to possible modifications in order to be reasonably accommodating to individuals with a disability.

The employee has read the above job description and understands the duties and requirements expected of them. The employee will ask for clarification of those areas that they did not clearly understand. The employee also understands that if he/she continues to have questions or new questions arise, they are immediately to discuss these questions with their supervisor.

Employee's Name: _____

Employee's Signature

Date

Human Resources Manager's Signature

Date