

**CLINCH VALLEY COMMUNITY ACTION, INC.**  
**HEAD START/EARLY HEAD START**  
**JOB DESCRIPTION**

**POSITION:** Family Service Advocate  
**JOB CLASSIFICATION:** Non-Exempt, Full-or Part-time (depending on location), 10 months  
**RATE OF PAY:** \$9.81 hr. - \$12.08 hr. (1 classroom)  
\$10.08 hr. - \$12.41 hr. (2 classrooms)  
\$10.35 hr. - \$12.75 hr. (3 or more classrooms)  
**SUPERVISED BY:** AssistantPartnerships/ERSEA Coordinator  
**SUPERVISES:** No One

**GENERAL RESPONSIBILITIES**

The Family Services Advocate is responsible for building and engaging strong, nurturing relationships with the families of enrolled children to identify barriers to self-sufficiency. Using the Family Partnership Agreement, the Family Services Advocate assists families set goals to ensure independence from public assistance. The Family Services Advocate facilitates the use of resources and serves as a source of support. This position requires regular attendance and punctuality as an essential part of the job function. The Family Services Advocate is responsible for recruiting children to the program. Works toward ROMA goals.

**SPECIFIC RESPONSIBILITIES**

1. Assesses families using the strengths and needs assessment to form a Family Partnership Agreement.
  - a. Makes three visits to establish a trusting relationship with the entire family;
  - b. Continually maintains documentation of pre-assessment activities;
  - c. Summarizes with the families the assessment findings orally and in writing;
  - d. Utilizes assessment findings to determine appropriate level of involvement with families on a regular basis.
2. Plans with families.
  - a. Assists families in determining short and/or long term goals on an ongoing basis;
  - b. Assists families in identifying strategies and action steps to achieve goals; and
  - c. Summarizes with parents the Family Partnership Agreement orally and in writing, when completed.
3. Provides ongoing support to and engages families.
  - a. Reviews and updates Family Partnership Agreement with families during visits;
  - b. Uses agency contact sheet, referral and follow-up forms to document family contacts and progress;
  - c. Objectively evaluates families' progress toward goals;
  - d. Engages families to participate in peer support groups;
    - e. Models awareness and behavior needed for growth and development at all times; and
  - f. Gradually reduces supportive contacts with families following successfully achievement of goals;
4. Assists families in identifying and using resources.
  - a. Establishes positive partnership with resources providers;
    - b. Uses agency and inter-agency referral forms;
  - c. Systematically refers families to resources appropriate for families' needs and level of development; and
  - d. Maintains documentation of referrals, outcomes and follow-up.
5. Works as a team with other Head Start/Early Head Start and Agency staff.
  - a. Aids in the development of positive team relations at all times;
  - b. Assists in setting and achieving team goals;
  - c. Assists in creating and maintaining a positive image through office appearance at all times;
  - d. Understands the full range of Head Start activities and assists as needed;

- g. Attends meetings and workshops relating to the job as requested;
  - g. Obtains CDL License within 90 days of employment;
  - h. Works to help Center meet monthly in-kind goal;
  - i. Prepares in-kind reports in a timely manner; and
  - j. Physically able to lift at least 50 pounds.
6. Attends and engages parents through participation on various committees.
- a. Assists in orienting parents to program/center policies and procedures as needed.
7. Follows Agency's recruitment process to ensure enrollment at funded level.
- a. Recruits door-to-door in targeted area as needed;
  - b. Places posters in prominent areas frequented by Head Start parents;
  - c. Organizes and participates in screening committees as needed; and
  - d. Maintains a waiting list of at least five children who are ready to enroll at all times.
8. Ensures compliance with the performance standards in the health service area and other deadlines.
- a. Obtains medical history of each child entering the program;
  - b. Interviews parents to complete a health history including medical, dental and nutritional information prior to the child's enrollment;
  - c. Completes health summary sheets and secures parent signature(s) at the time of Intake, as well as staff signature, upon enrollment of the child;
  - d. Notifies and secures parent signature(s) for dental, hearing, vision and mental health screenings according to performance standards upon enrollment of the child;
  - e. Maintains complete and up-to-date records on enrolled children;
  - f. Explains the screening process of each child prior to beginning the process;
  - g. Ensures that all required screenings are done within 45 days of the child's enrollment in the program;
  - h. Obtains height and weight checks on children two times a year;
  - i. Ensures that every family has a primary care physician or facility;
  - j. Notifies parents of screening results upon completion;
  - k. Tracks children's screening results, immunizations and dental results on tracking form;
  - l. Secures parents' permission to take enrolled children to the dentist and transports children to the dentist as scheduled;
  - m. Provides transportation as needed for Health screenings or follow-ups;
  - n. Receives referrals from staff on children needing emergency assistance;
  - o. Handles and notifies parents of emergencies for children and staff;
  - p. Assures that enrolled children and their families have a continuous source of care;
  - q. Submits reports as needed;
  - r. Assists in compiling the annual Community Assessment; and
  - s. Distributes a newsletter.
9. Arranges transportation for pregnant mothers and newborns as required.
10. Monitors child attendance according to Head Start/Early Head Start Policies and Procedures.
11. Compiles and inputs child and family data in agency data system on a monthly basis.
12. Compiles family information for all reports.

## **PROFESSIONAL DEVELOPMENT**

Must pursue professional development for position and to correct deficiencies noted in employee evaluation. Must maintain a professional development plan, renewed yearly.

**QUALIFICATIONS**

- \*Any staff person hired after November 7, 2016 must have, within eighteen months of hire, at a minimum, a credential or certification in social work, human services, family services, counseling or a related field45 CFR 1302.91(e)(7);
- \*Prefer experience (day care, parenting, working with pre-school children in camp, church settings, or other) working with pre-school children;
- \*Must be willing to maintain a flexible schedule;
- \*Must be able to maintain confidentiality;
- \*Must have ability to work with other resource agencies, staff, and families;
- \*Must be proficient in oral and written communication skills;
- \*Must be familiar with the ethnic background, be able to communicate in the language of families in the program and be able to serve and effectively communicate, to the extent feasible, with children and families with limited English proficiency;
- \*Within thirty (30) days of hire, must obtain a CDL learner’s permit and within ninety (90) days secure the CDL license;
- \*Must become certified in First Aid and CPR;
- \*Must be willing to attend any local or out-of-town overnight training determined necessary by the immediate supervisor, Program Director, or Executive Director.

**ADDITIONAL REQUIREMENTS**

Anyone hired in this position after November 7, 2016, the candidate must be interviewed, have references verified, have a sex offender registry check and obtain one of the following: (i) criminal history records, including fingerprint check; or (ii) Federal Bureau of Investigation criminal history records, including fingerprint checks. A program has 90 days after an employee is hired to complete the background check process by obtaining: (i) Whichever check listed above was not obtained prior to the date of hire; and (ii) Child abuse and neglect state registry check, if available. A pre-employment drug/alcohol test and a Sworn Disclosure statement will be completed. After initial hire, must submit to Child Protective Services check, DMV check, TB Screening or PPD, and health examination. Must have first-aid certification and CPR certifications or be willing to obtain certifications. Must have reliable transportation, valid driver’s license with satisfactory driving record, provide proof of automobile liability insurance, and be willing to use personal automobile for work purposes; Must submit to random, and if applicable, post-accident and reasonable suspicion drug/alcohol tests. This position may require constant or extensive standing, walking, bending, stooping, speaking, hearing, reaching, lifting, and seeing. Must be able to lift and carry up to 50 lbs.

I understand and agree that in the performance of my duties as an employee of Clinch Valley Community Action I must hold all information regarding children, families, volunteers and staff in confidence. I understand any violation of the confidential information may result in disciplinary action up to, and including, termination.

I have read, fully understand, signed, and agree to comply with the responsibilities set forth in this job description.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**AN EQUAL OPPORTUNITY EMPLOYER**