



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Family Advocate** engages Head Start families in goal setting, acquiring resources, social networking, training, transitions and participation in Head Start program activities and services. Supports Head Start collaborative programs to maintain and maximize the Head Start experience for all Head Start families.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### Supporting Families:

1. Assists with and maintains Head Start recruitment and full enrollment for all program options.
2. Conducts home visits as indicated in the WCAP program plans, engaging each family assigned to a caseload.
3. Supports families to establish and achieve their personal, family-driven goals through the Individual Family Partnership Agreement (IFPA) process.
4. Assess families' strengths and needs in order to support families in personal family-driven goal achievement.
5. Assess families progress in alignment with the Parent Family and Community Engagement Framework.
6. Acts as a referral and resource agent for all Head Start families.
7. Supports and educates families through all transitions including case conferences and reviews.
8. Supports Head Start family members engagement in activities such as:
  - a. Local Parent/Family Group Committees
  - b. Head Start Policy Council
  - c. Training opportunities
9. Encourages ongoing communication and engagement with all families through regular contacts, newsletters, etc.
10. Documents all contacts with families as required in each child's file.
11. Supports families in achieving all Head Start Performance Standard requirements (developmental screenings, meeting health needs, obtaining health documentation, achieving 85% attendance, etc.).
12. Individualize for families based on needs.
13. Maintain a strong relationship with all families on caseload including follow-up throughout the year with family on goal achievement, resources given, etc.
14. Attends monthly resource connection meetings.

### Supporting Volunteerism:

1. Promotes and facilitates family and community volunteer participation including volunteer education and recruitment.
2. Assists volunteers with keeping completing accurate documentation of volunteer paperwork requirements.
3. Monitors and assists with the timely completion of weekly in-kind volunteer timesheets Aggregate, co-authorize and submit classroom in-kind sheets to the Head Start main office weekly.

### Eligibility, Recruitment, Selection, Enrollment, and Attendance:

1. Updates and maintains all Head Start Eligibility, Recruitment, Selection, Enrollment & Attendance requirements.

**Position Title:**  
Family Advocate

**Department:**  
Early Childhood Program

**Reports To:**  
Family Services Manager

**Supervises:**  
N/A

**FLSA Status:**  
Non-Exempt

**Salary Range:**  
RH1/L1

**Last Revised/Approved:**  
June 2022

2. Ensures ongoing attendance of all families on caseload through daily attendance tracking and monitoring and follow-up with families who do not attend to ensure 85% or better attendance. Supports families through this process to understand the importance of attendance.
3. Assembles and maintains all paper files according to the Head Start Child File Index and Childplus database.
4. Enters and maintains required program and services data in the programs database.
5. Participates in monthly case conferencing and team/staff meetings.
6. Reports all suspected cases of child/adult abuse and neglect to the Department of Health & Human Services and Head Start administration as required by law and WCAP policy
7. Assists with annual program Self-Assessment.
8. Generates reports and data as requested.

### **Leadership & Teamwork**

1. Builds cooperative goals and relationships of mutual trust.
2. Works in collaboration with Agency staff to facilitate a team environment.
3. Demonstrates effective communication skills in building relationships with all employees and clients.
4. Collaborates with all partner agencies to assure effective communication processes across agencies.
5. Adheres to Agency policies in the use of computer technology and all telecommunication devices.
6. Performs light housekeeping duties in classroom and building as necessary.
7. Shares monitoring of voice and email systems.
8. Follows Code of Conduct.

### **Safety and Wellness:**

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

### **Professional Growth and Development:**

1. Maintains qualifications for this position as required by Head Start and state child care licensing regulations.
2. Attends professional development opportunities presented by Head Start or other professional organizations as appropriate.
3. Attends all regularly scheduled Head Start meetings, trainings and events including, but not limited to, team meetings, and WCAP staff days.

### **Non-Essential Duties and Responsibilities:**

1. Performs additional duties as assigned.

## **GENERAL EXPECTATIONS**

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.

- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

## **PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is required to stand; sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; occasionally lift and carry up to 35 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. This work may also regularly require visits to early childhood classrooms and require the employee to stand; walk; sit and stoop, kneel, crouch, or crawl.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed in a business office setting, in Head Start Centers, out in the community, and in family homes, in a wide range of conditions. Noise level ranges from quiet to loud. Exposure to body secretions/fluids and blood borne pathogens. This position is an hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Assigned work may require travel within the local or neighboring communities.

## **QUALIFICATIONS NEEDED FOR POSITION**

### **General Requirements:**

- Must be able to pass a physical examination and TB screening.
- Must have adequate transportation, a valid driver's license and meet WCAP's insurance requirements.
- Must meet WCAP's background clearance requirements.
- Valid Criminal Record History Check (CHRC) through DOE.

### **Experience and Skill Requirements:**

The following experience and skills are considered essential:

- At least two years of experience working and/or volunteering in a social, family or human services field required.
- Ability to work in computerized data-based system.
- Familiarity with Early Head Start/Head Start Standards.
- Strong written and verbal communication skills.
- Strong time management and organizational skills.
- Proficient skills in Microsoft Word, Excel and Outlook.

### **Education Requirements:**

The following education requirements are considered essential:

- Associate's or Bachelor's Degree in Social Work, Human Services, Counseling or related field, preferred.
- For staff hired after 11/7/16 who do not hold an Associate's or Bachelor's Degree in Social Work, Education, Human Development, Family Services or related field: must obtain a credential or certification in social work, human services, family services, counseling or a related field within eighteen (18) months of hire.

*\*\* All requirements and skills are considered to be essential, unless otherwise indicated*

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*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date