



## JOB DESCRIPTION

Family Services Advocate II

Job Title

Exempt ( )  
Non Exempt ( X )

7/30/20  
Date

Center Administration  
Classification Series

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### General Definition

Under the direction of the Director of Program Support & Family Services, the Family Services Advocate II is responsible for continual recruitment and enrollment of families into the Head Start program, effective family and community engagement, and ensuring that all health services requirements are met at the center-level. Understand and adhere to All Kids Academy Head Start policies and procedures, Head Start Performance Standards, and the California Department of Education regulations, and all other applicable regulations. The Family Services Advocate II will serve as a mentor and provide peer support and training to colleagues.

#### **SUPERVISION RECEIVED:**

Director of Program Support & Family Services

#### **PROVIDES WORK DIRECTION TO:**

None

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#### **ESSENTIAL FUNCTIONS INCLUDE, BUT ARE NOT LIMITED TO:**

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

1. Recruit children/families for the Head Start program and the California Department of Education;
2. Complete applications for new enrollees in orienting the parents to program requirements;
3. Make home visits and/or telephone calls as needed to maintain communication with parents;
4. Document all action taken pertaining to outreach and continuous recruiting of children and their families.

## **Family and Community Engagement**

1. Advocate for families and for assisting with site-based family involvement activities;
2. Complete a Family Partnership Agreement for each family and develop an individualized plan for goals;
3. Assist parents in making contact with appropriate community agencies and provide information on community resources;
4. Promote parent and community involvement.

## **Health Services**

1. Assist families in a system of on-going health care, required screenings, exams, necessary referrals, and follow-ups;
2. Provide Vision, Hearing, and Heights/Weights Screenings on all enrolled children; and
3. Track health care services for each child enrolled in the program.

## **TYPICAL DUTIES:**

1. Participate in staff development activities as assigned;
2. Accurately enter all required data into PROMIS record keeping system;
3. Complete reports and maintain records in an efficient and effective manner in compliance with the Head Start program including weekly, monthly, and quarterly reports;
4. Maintain and organize highly confidential family records and enter data and run reports utilizing electronic tracking systems;
5. Assist teaching staff in maintaining staff/child ratios;
6. Perform any other tasks deemed necessary by the center director;
7. Train staff on Cardio Pulmonary Resuscitation;
8. Complete initial orientation and training of New Hire Family Services Advocates;
9. Mentor New Hire Family Services Advocates including job shadowing;
10. Participate in Ad Hoc committees for event planning, review and implementation of Standard Operating Procedures, staff development planning, etc.;
11. Maintain the telephone and online enrollment inquiries;
12. Collaborate and coordinate with community partners;
13. Schedule health screenings for the program;
14. Create, edit and update forms on an ongoing basis;
15. Contribute and present ideas to improve efficiency and productivity; and
16. Attend additional meetings and trainings to expand knowledge and experience.

# **Minimum Employment Qualifications/Competencies**

## **EDUCATION AND EXPERIENCE: (Any combination equivalent to)**

AA degree with two years' experience as a Family Services Advocate I or related field working as a case manager, social worker or family support position.

OR

BA with six months' experience as a Family Services Advocate I or related field working as a case manager, social worker or family support position.

*\*\*In-house applicants will need to demonstrate a history of positive evaluations and/or advanced performance capabilities in the position of Family Services Advocate.*

## **KNOWLEDGE AND ABILITIES:**

### **Knowledge of:**

1. Culturally diverse populations and families of low income demographic;
2. Local educational and community resources;
3. Head Start Policies and Procedures preferred; and
4. Child Care and Licensing regulations.

### **Ability to:**

1. Follow directions and work independently;
2. Effectively communicate in the English language, including oral and written communication;
3. Work positively with young children and adults;
4. Operate computers with an advanced understanding of Microsoft Office Suite;
5. Take directives and implement written and oral instructions;
6. Work in a team environment;
7. Maintain confidentiality for children, families, program, and agency;
8. Communicate with people of various educational, socioeconomic, and cultural backgrounds,
9. Establish and maintain effective, working relationships with children, parents, and staff;
10. Demonstrate a history of strong Case Management skills;
11. Demonstrate a history of strong Time Management skills;

12. Demonstrate excellence in organization and prioritization skills;
13. Demonstrate competency with technology;
14. Serve as a role model and train peers; and
15. Be proactive and problem-solve.

## COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- **Positive, Goal-Oriented Relationships:** Engages in mutually respectful goal-orientated partnerships with families to promote parent-child relationships and family well-being.
- **Self-Aware and Culturally Responsive Relationships:** Respects and responds appropriately to the culture, language, values, and family structures of each family served.
- **Family Well-Being and Families as Learners:** Supports families' safety, health, financial stability, life goals, and aspirations.
- **Parent-Child Relationships and Families as Lifelong Educators:** Enhances parent-child relationship and supports parents' role as the first and lifelong educators of their children.
- **Family Connections to Peers and Community:** Facilitates networks and group activities that support families' strengths, interests, and needs.
- **Family Access to Community Resources:** Supports families in using community resources that enhance family well-being and children's learning and development.
- **Coordinated, Integrated and Comprehensive Services:** Acts as a member of a comprehensive services team so that family service activities are coordinated and integrated throughout the program.
- **Data Driven Services and Continuous Improvement:** Collects and analyses information to find new solutions to challenges as part of ongoing monitoring in order to continuously improve services.
- **Foundations for Professional Growth:** Participates actively in opportunities for continuous professional development.

## PHYSICAL REQUIREMENTS:

1. Good manual dexterity;
2. Must have the ability to sit and stand for extended periods;
3. Must have excellent speaking and hearing ability;
4. Must be able to input data using a computer terminal keyboard;
5. Observe and hear sounds of the environment for health and safety;

6. Walk, squat/kneel, sit for extended periods, see, hear, speak with children to ensure children's health and safety; and
7. Move/lift up to 30 pounds as needed.

**DISCLAIMER:**

*"This job description is intended to convey information essential to understanding the scope of this position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with this position. Nothing in the job description restricts AKA Head Start's right to change, assign, or re-assign duties and responsibilities at any time for any reason."*