

## *Blue Water Community Action*

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**BWCA has a job opening in the Children's Services Department for a part time Family Advocate.**

**JOB TITLE:** **FAMILY ADVOCATE**  
**PROGRAM:** **Children's Services**  
**SUPERVISOR:** **Family Services Manager**  
**STATUS:** **Specialist, Non-Exempt**

The purpose of the Family Advocate is to encourage and support parents in engaging in their child's education and well-being as well as activities related to improving their own lives and the environment of the family. The Family Advocate is encouraged to build and sustain healthy working relationships with their families. Job related activities may occur at the main office, in the home, classrooms/centers or other mutually agreed upon locations and may occur during the regular work week, on Fridays, evenings or on weekends, based on program participant needs.

### **DUTIES AND RESPONSIBILITIES – JOB SPECIFIC**

1. **Engagement:** Review family partnership agreements, needs assessments, and enrollment files to identify potential paths to engagement opportunities for each family.
2. **Support Services:** Conduct home visits and provide supportive services to assigned families including crisis assistance.
3. **Goal-Setting:** Assist families who choose in setting goals and steps for reaching goals.
4. **Involvement:** Assist with and encourage parents to attend parent engagement activities, including but not limited to: volunteering, parent meetings, and parent activities/education.
5. **Files:** Assist with the maintenance of child files to ensure licensing, program, and organization regulations and policies are met.
6. **Network:** Establish and maintain a comprehensive communication/service network with other area providers.
7. **Parent Contacts:** Contact parents to complete: a.) health/oral care plans; b.) health/oral care treatments and follow-up; c.) attendance agreements when there are attendance issues. Contact parents to increase engagement in program activities.
8. **Health:** Ensure program participants complete health and dental requirements and conduct follow-up when needed per program requirements.
9. **Staff Contacts:** Regular contact with assigned education staff to discuss issues and plan activities. Attend classroom MTD's.
10. **ERSEA:** Assist with recruitment activities and enrollment of program participants.
11. **Visits:** Regular visits to assigned classroom/centers to become familiar with children and adults of assigned families.

### **DUTIES AND RESPONSIBILITIES – ORGANIZATIONAL**

1. **Demonstration of Values:** Understand BWCA's mission and purpose. Adhere to BWCA standards of conduct, program philosophy (where applicable), and cultural contract.
2. **Customer Service:** Provide high quality customer service in a prompt, respectful, and professional manner. Conduct formal/informal assessment of eligibility for BWCA programs and make referrals as appropriate.
3. **Quality of Work:** Consistently perform job duties accurately and timely; cost conscious

when utilizing materials and resources; seek opportunities for improving processes; and, meet commitments and deadlines.

4. **Flexibility/Adaptability:** Demonstrate flexibility and adaptability to change and to recommendations for improving job performance in a positive manner.
5. **Safety:** Demonstrate safe work habits. Report unsafe conditions and incidents. Participate in the maintenance of a clean and safe work environment.
6. **Teamwork:** Effectively participate as a team member at multiple organizational levels and across departments.
7. **Goals:** Understand and meet organizational goals/objectives related to position including agency strategic plan, ROMA plan, and Children's Services Strategic Plan as well as taking on duties that are not related to position as supports for management staff/support staff to reach goals/objectives. MGT: Team achieves outcomes.
8. **Communication:** Effectively communicate with other staff, clients, partners, and the public in a manner that is tactful, sensitive, and respectful. Demonstrate active listening. Body language and tone are consistent with verbal messages. Demonstrates friendly, positive "can do" attitude: Oral and written communications are clear, concise and accurate; Keep team members informed.
9. **Confidentiality:** Maintain confidentiality of client and organizational information.
10. **Improvement:** Continually improve skills through a variety of opportunities external and internal with particular attention to areas identified in the Professional Development Plan and other goals set related to improvement. Improve outcomes results of assessments related to job position, client outcomes, and organizational goals. Attend staff pre/in-services and other training opportunities as available.
11. **Compliance to Policy:** Understand and comply with organization and regulating policies and procedures including the reporting of child/adult abuse/neglect as required by law.

## **QUALIFICATIONS**

1. Associates Degree in social work, human services, family services, counseling, or a related field and/or Family Services Credentialing within 18 months of being hired.
2. Valid driver's license and vehicle insurance.
3. Strong written and verbal communication skills.

**If you are interested submit application and/or resume along with copies of your education transcripts to: Human Resource Department 302 Michigan St. Port Huron, MI 48060**

Blue Water Community Action is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, religion, color, national origin, age, marital status, height, weight, sex, marital status, sexual orientation, veteran status, or disability.