

UMATILLA-MORROW HEAD START, INC.

POSITION DESCRIPTION

FAMILY SUPPORT & CONNECTIONS FAMILY ADVOCATE	
Supervisor: Comm. Development Mgr.	Subordinates: None
Classification: Coordinator III	Exempt Status: Non-exempt
Terms of Employment: Regular Full Time	

Job Goal: Implement family strengthening services with families in family support and connections

Responsibilities:

1. Assist in the Family Support & Connections program
 - a. Receive all referrals from the FSC program coordinator and follow up with face to face contact with clients.
 - b. Complete Family partnership assessment with each family, assist in developing family goals, provide community resources, and complete follow up home visits with families to ascertain progress towards meeting goals.
 - c. Act upon all referrals of potential clients living in Morrow county and assist with referrals on the west end of Umatilla county.
 - d. Quickly identify formal and informal support systems and contact potential resources that can meet each family's identified needs, and then guide and encourage families to take the necessary steps to access help. (Examples of formal supports may include referral to mental health counseling, parenting classes, etc., examples of informal supports may include a relative babysitter, a neighbor who can provide a ride, etc).
 - e. Provide a combination of in-home and community-based supports as well as a combination of individual and group supports.
 - f. Provide most services in the community, meeting families where they live. In domestic violence cases assure the meeting place does not endanger any family members. Make multiple contacts with the family and support system members.
 - g. Engage families in a Helping Alliance.
 - h. Help families create opportunities to experience positive and enjoyable interactions with each other and their peers; to begin or continue to develop a support network.
 - i. Ensure that each family's parenting needs are assessed and met through providing outcome based parenting groups, helping families enroll and attend existing community strengths based community parenting education classes or through individual instruction in the home through the use of outcome based curriculums.
 - j. Services and supports should be a shared partnership between the families and the staff.
 - k. Provide intensive services for up to six (6) months per family.
 - l. Provide 13 hours of direct contact hours during the contract year with each family. Direct Contact hours are defined as face-to-face or voice-to-voice contact with a

family member. (Voice-to-voice contact is only considered if the conversation is therapeutic in nature. Therapeutic is defined as conversation about the client's case.) In-branch time spent meeting with families may be counted as direct service hours even though families may not be FS&C or become FS&C clients.

- m. Maintain a system that ensures the Family Satisfaction Surveys (DHS 234) are completed by each family, collected, and sent to DHS Central office.
- 2. Participate as member of CARE/PASST Team when assigned.

Qualifications:

- 1. AA degree in Human Services/Early Childhood Education or related field
- 2. Two years experience working with children and families
- 3. Current physical examination and TB screen documentation upon hire
- 4. Current CPR/First Aid cards
- 5. Adequate means of transportation
- 6. Ability to keep accurate records
- 7. Ability and desire to effectively work with low-income children and their families
- 8. Bilingual preferred.

General Staff Responsibilities:

- 1. Participate in staff meetings, conferences, training sessions and workshops as assigned.
- 2. Demonstrate familiarity with employment policies, performance standards, work plan and objectives of Agency.
- 3. Maintain congenial and respectful relations with staff, children, families and community.
- 4.* Keep current and accurate records.
- 5.* Maintain confidentiality in regards to staff and family information.
- 6. Maintain objectives and professional standards.
- 7. Improve self-skills and education.
- 8.* Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy.
- 9. Perform any other work-related duties as requested by your supervisor.
- 10.* Be present at work in order to provide consistency of services.
- 11. Be a contributory team member in a positive/productive manner.
- 12.* Demonstrate commitment to mission, values, and policies in the performance of daily duties.

Other Requirements:

- 1. Communicate effectively with staff, families, children, and the public using the phone and in face-to-face, one-to-one, and in group settings.
- 2. Comprehend, analyze, and make inferences and references from written material.
- 3. Fluent in English both verbally and written.
- 4. Perform physical inventory of equipment and/or supplies.
- 5. Make precise arm-hand positioning movements and maintain static arm-hand positions.
- 6. Ability to use computer and word processing software program, multi-lined telephone system, and copier.
- 7. Sort; alphabetize documents, records and/or files.

8. Daily use of CTR screen.
9. Ability to do tasks involving repetitive arm and hand movements, such as heavy word processing/keyboarding, using various office tools to collate, punch, cut, or stamp paper and other repetitive or high-volume tasks such as bulk mailings, filing projects, etc.
10. Perform detailed and repetitive work such as data entry, completion of forms, and verification of computer reports.

Umatilla-Morrow Head Start, Inc.

Is

An Equal Opportunity Employer