

Clarksville/Montgomery County Community Action Agency
Head Start Program

Job Description
Family Advocate

Policy Council Approval:

Reports to: Family Advocate Manager, Child Service Manager for Education & Transition and Child Services Manager of Health/Nutrition & Mental Health/Disabilities

Service Key Result Areas:

- Family and Community Partnerships
- Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA)
- Child Health and Developmental Services

Requirements:

- Education: A Bachelor of Sciences or Bachelor of Arts in Social Work, Psychology, Sociology, Family Studies, or a related Field.
- Possess a valid Tennessee Driver's License, dependable transportation and maintain a vehicle liability insurance policy.
- Have knowledge of human development, family dynamics, case management and social services spectrum within Montgomery County, TN.
- Proficient in planning, organizing, scheduling, recordkeeping and communication both verbally and in writing.
- Experienced in working with low-income families including those of diverse backgrounds and able to build rapport with families
- Work as a member of a team

Responsibilities:

- Recruit, register and select eligible children and families.
- Assist families in completing application process insuring accuracy and completeness.
- Select children and families based on eligible age, income and the current approved selection criteria.
- Maintain a center waiting list throughout the program year based on the current approved selection criteria.
- Track each child's attendance monitoring irregular absenteeism and provide intervention services as needed.
- Engage each family in order to establish and implement personalized family partnerships and plans that will describe family goals, responsibilities, time tables, strategies for achieving goals, progress; revise as needed.
- Document and maintain confidential, current, and accurate records on each child and their family in each child's file and in Child Plus.
- Provide family services to each family and make appropriate referrals to other agencies to support the accomplishment of goals.
- Create opportunities for interactions and conduct routine/scheduled follow-ups and home visits with each family insuring that all interactions are respectful to diversity and different cultures and values.
- Develop and implement parent training programs and male involvement activities at assigned center.

- Provide a written communication system for parents regarding relevant services, events, activities, and information to help develop and maintain healthy families in the families' native language.
- Develop monthly newsletters and calendar of events.
- Gather initial health-related information and documents from parents including written parental consent for information to be sent to or received from outside agencies.
- Monitor and track each child's health screening and EPSDT/well child care schedule and ensure that information and documents are appropriately documented in the child's health record; If a child is not up-to-date on an age appropriate schedule of well child care, assist parent with making necessary arrangements to bring child up-to-date.
- Ensure that each child has ongoing source of continuous and assessable health care; assist parents in accessing a source of ongoing health care.
- Establish a system of ongoing communication with the parents of children with identified health needs to facilitate the implementation of follow-up plans.
- Obtain parent or guardian authorization for all health and developmental referrals/procedures administered through the program or by contract or agreement, and ensure that the results of diagnostic and treatment procedures and ongoing care are shared with and understood by the parents.
- Attend Multidisciplinary Team Meetings when Child Services Manager of Health/Nutrition & Mental Health/Disabilities is unavailable.
- Assist in the implementation of the Parent, Family & Community Engagement Framework and school readiness goals.
- Participate in community assessment and annual program self-assessment; making applicable recommended improvements.
- Follow program procedures to secure community partnerships and assist community groups in providing services to children and families.
- Promote parent participation in Parent Committee, Policy Council, or special committees in which they have interest or expertise; serving as program liaison to the center level parent committee.
- Recruit, train, and assist committee officers and all members regarding program governance, agendas, planning and conduction of meetings.
- Attend and participate in regular service area meetings with Family Advocate Manager and Child Services Manager Health/Nutrition & Mental Health/Disabilities.
- Attend and participate in professional development, workshops, trainings, and in-service.
- Answer center phones and maintain communication with center staff.
- Comply with agency personnel policies and procedures to include but not limited to confidentiality policies regarding participants, records, technology, reports, and staff; ensure compliance with federal performance standards, state regulations and established written plans.
- Will assist in the classroom and/or ride the bus as a bus monitor as needed.
- Will perform third party check on the bus.
- Family Advocates are required to maintain all files electronically in a manner that is consistent and organized. Each file should contain all documentation that is required for the file and kept in an order consistent with the checklist that pertains to each file. Proper maintenance of files is critical.

- **All offers of employment are contingent upon clear results of a thorough background check, drug/alcohol test and the approval of Head Start Policy Council.**
- **All employees must meet qualification standards that are job related and consistent with business necessity and must be able to perform the essential functions of the job with or without reasonable accommodations.**
- **The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.**
- **This document is not intended to create a contract, nor is it to be construed to constitute contractual obligations of any kind or a contract of employment between CMCCAA and you.**
- **CMCCAA is an Equal Opportunity Employer and hires without regard to race, color, sex, age, disability, or national origin. This job description is not intended to be all-inclusive; employees may perform other related duties as necessary to meet the needs of the organization.**

ACKNOWLEDGMENT:

I, _____, have received a copy of the job description for my position, and I have read and understood the contents therein.

Employee Name (Print)

Employee Signature

Date

Supervisor Signature

Date