



## JOB DESCRIPTION

### **JOB TITLE: FAMILY ADVOCATE**

**SUPERVISION RECEIVED:** Reports to and works under the general supervision of the Operations Manager who assigns duties and reviews work for effectiveness according to established work standards.

**SUPERVISION EXERCISED:** This is a non-supervisory position. Lead work/coordination of the work of others is not a typical function assigned to this position. Incumbents in this position may provide training and orientation to newly assigned personnel.

### **POSITION SUMMARY:**

Provides case coordination and direct client services assisting clients achieve self-sufficiency.

### **ESSENTIAL FUNCTIONS/ DUTIES & RESPONSIBILITIES**

*The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.*

- Develops and implements family action plans by conducting home visits to maximize successful completion of program objectives.
- Works as a team member with partner agencies to assist clients locate affordable housing.
- Maintains contact, provides and encourages parent training and support. Provides information, counseling, and referrals on family-related problems and concerns.
- Manages participant case load, maintains complete and accurate required family files, forms and records within allotted time lines to document and track family needs and services provided. Monitors site tracking system and provides monthly cycle reports.
- Monitors and coordinates requirements for all families on assigned case load. Initiates and facilitates external agency and family staffing as needed.
- Provides participation, coordination, content development and training for families during scheduled meetings to assure attainment of all training goals. Facilitates and coordinates staff meetings as assigned.
- Provides recruitment, selection and enrollment of clients; coordinates and participates in all related functions.
- Drive defensively adhering to all federal, state and local laws while commuting to locations throughout Linn Benton and Lincoln Counties.
- Follow agency personnel and safety procedures.
- Consistently maintains a professional and courteous manner and an ability to work effectively and harmoniously with other employees and the general public.
- Regular attendance and punctuality is a requirement of this position.
- Accepts and performs other work as assigned.

**QUALIFICATIONS & REQUIREMENTS**

**EDUCATION AND EXPERIENCE:**

High school diploma or equivalent, plus specialized courses in social work, counseling or related field and one year experience working with adults in a counseling or teaching capacity or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of appropriate counseling practices; ability to interview, provides assessment, guidance and counseling. Ability to develop good working relationships with community resources, parents and staff team members. Must possess knowledge of assessments, community resources, outreach, partnership development and relevant business practices. Ability to effectively: interpret program requirements, obtain and record accurate information related to participant eligibility, meet and deal with the public, peers, managers and supervisors; communicate verbally and in writing; and handle stressful situations. Behavior positively reflects on agency and workplace. Maintains confidentiality of client and agency information. Must have strong interpersonal skills.

**SPECIAL REQUIREMENTS:**

Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this classification. Valid Oregon driver's license, maintain minimum liability auto insurance and insurable driving record to operate vehicle on agency business.

**WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS**

*The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Work Environment/Conditions**

Usual office working conditions. Typically exposed to office noises and interruptions such as printers, telephones, clients. On business travel you may encounter varying weather conditions.

**Physical Demand**

In the performance of job duties, the employee is frequently required to sit; talk, see or hear; walk; use hands to; handle, or feel objects, or controls; and reach with hands and arms. Regularly required to stand and walk; and occasionally required to stoop, kneel, crouch, or crawl; climb or balance.

AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

**CSC prefers the National Career Readiness Certificate (NCRC) in employee recruiting and hiring.**

For information on obtaining the certificate visit <http://www.oregonncrc.org/> , visit a WorkSource Oregon location or <http://www.worksourceoregon.org/>

I certify that I have read and understand the responsibilities assigned to this position.

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

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_