

Missouri Ozarks Community Action

Job title	<i>FAMILY ADVOCATE</i>	Grade	<i>4-5</i>	Class	Non-Exempt
Reports to	<i>TEACHER DIRECTOR/TEACHER</i>	Step		Unit	HEAD START

Job purpose

To work with numerous supports and resources available within and outside Head Start to secure appropriate services for families. To work closely with families and community. This position is supervised by the Teacher Director/Teacher.

Duties and responsibilities

1. Participates in the annual self-assessment process.
2. Identify and recruit prospective, children, families and volunteers for Head Start.
3. Recruits, trains, and directs activities of volunteers.
4. Involved with parents, families and community in obtaining in-kind contributions for the center.
5. Maintain a child wait list of eligible applicants greater than number of enrollment opportunities.
6. Ensures needed forms are completed and entered into the data tracking system.
7. Assist families in acquiring medical and dental services.
8. Establish and maintain accurate health and social services records for each family.
9. Assist families to identify interests, concerns and strengths.
10. Support families to develop skills needed to achieve their goals.
11. Follow procedures for making necessary referrals, follow-up and documentation.
12. Initiate and sustain contact with service organizations.
13. Maintain a current directory of community resources.
14. Link families to community providers
15. Attend appropriate community meetings and events.
16. Assist parents in conducting meetings and functioning as a committee.
17. Coordinate and/or conduct education opportunities for parents and volunteers.
18. Uses positive reinforcement and promotes positive self-esteem, when working with children, families and staff members.
19. Documents, records, and informs staff of observations and information they have been privy to and which might affect a child in the Head Start program.
20. Helps to ensure that child incident, child health concerns, and child abuse and neglect reports are submitted, as needed, utilizing agency website.
21. Perform other duties and tasks as assigned or needed.

Integrity

1. Ensure confidentiality of customers, agency and co-workers
2. Understand and promote the goals and philosophy of Head Start.
3. Become familiar with MOCA's Personnel Policy manual and the NAEYC Code of Ethical Conduct and follow policies outlined therein.
4. Has general knowledge of, and adheres to Head Start performance standards and the agency's mission statement.
5. Adhere to MOCA policies and procedures, and Head Start policies and procedures.
6. Represent MOCA, its policies and point of view while interacting with other agencies and individuals.
7. Attend all staff meetings and required trainings.
8. Recognizes and understands the functions of Parent Committee, cooperates with committees, and Head Start Policy Council.
9. Works the number of hours designated in personnel action, reports absences to immediate supervisor at least one hour prior to scheduled shift.
10. Reports to work area ready to begin work at the assigned time.

Preferred Qualifications

1. High School Diploma.
2. 1-3 months related experience, training and/or volunteer experience.
3. Knowledge of the local social service system.
4. Impeccable customer service skills.
5. Possess excellent communication skills (writing, spelling, listening, and speaking).
6. Ability to communicate and work with a variety of people from diverse backgrounds.
7. Working knowledge of Community Action and its programs.
8. Cooperate as a team member.
9. Ability to work without close supervision.
10. Utilize time management techniques.
11. Proficiency in word processing, spreadsheet, database, and presentation software.
12. Demonstrate knowledge and good judgment in matters of policy and procedure.

Minimum requirements

1. High School Diploma or General Education Degree (GED).
2. Ability to communicate effectively in both written and oral form.
3. Possess basic math skills.
4. Exceptional organizational skills, and ability to meet strict deadlines with attention to detail and accuracy. To efficiently determine priorities of a complex work load.
5. Continuous and ongoing pursuit of improved education and credentials of this position.
6. Ability to compute rate, ration and percent and to draw and interpret bar graphs.
7. Obtain and/or maintain First Aid and CPR certification.
8. Must obtain and maintain a Family Development Credential within one year of enrollment in course.
9. Demonstrate dependable transportation, current insurance, and valid driver's license.
10. A current physical examination including a TB test. (within 30 days of employment)
11. Able to travel out of area on occasion for training; trips of two to five days.

Direct reports

Not applicable

Equal Employment Opportunity Statement

Missouri Ozarks Community Action (MOCA) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by local, state, or federal law.

Employee Acknowledgement

While performing the duties of this job, the employee is regularly required to reach with hands and arms. Required to stand, walk, use hands to finger, handle or feel, climb or balance. Stoop, kneel, crouch or crawl. Must be able to regularly lift and/or move up to 50 lbs. Specific vision abilities required by this job include close, distance, color, peripheral vision, depth perception and ability to adjust focus.

Employee is frequently exposed to outside weather conditions to include extreme heat/cold, and humidity. Noise level is usually moderate. Employee may be exposed to moving mechanical parts.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Offers of employment are conditional pending criminal background check, a drug screen, and Policy Council approval.

I have received a copy of my job description, and have an understanding of the duties and responsibilities listed wherein. I agree to abide by all rules stated in the MOCA Personnel Policy Manual regarding conduct and working conditions not described in this job description.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Director Signature: _____ Date: _____

Approved by:		Approved by:		Approved by:	
Date approved:		Date approved:		Date approved:	
Reviewed:		Reviewed:		Reviewed:	

Policy Council approval: 07/26/2016