

**Cen-Tex Family Services, Inc.**  
**Position Description –Family Advocate: EHS**

**Job Title:** Family Advocate: EHS  
**Department:** Early Head Start Program (EHS)  
**Supervisor:** Site Director  
**FLSA Status:** Non-Exempt  
**Job Classification:** Regular, Full time, Full Year  
**Grade/FTE/Range:** Grade 5, 100% FTE = \$25,340 - \$46,034  
Based on an hourly rate of \$12.18 - \$22.13  
**Prepared Date:** Revised for COLA 2/10

**SUMMARY**

Provide comprehensive case management services that will support EHS families in fostering their child's development and assist them in attaining their family goals.

**ESSENTIAL DUTIES**

All duties are to be performed in accordance with Head Start Standards, TDFPS Minimum Standards, the Child and Adult Care Food Program (CACFP) and Cen-Tex Family Services, Inc. (Cen-Tex) policies and procedures.

Responsible for case management. Conduct regular case reviews of all EHS children/families assigned, including implementation of goals, policies, procedures and activities designed to provide the full range of family support services in compliance with Early Head Start Performance Standards.

Assist families with obtaining health and dental services, and other child/family services identified, as part of ongoing case management. Maintain system of follow up with families on referrals to community agencies, to assure the satisfactory provision of services. May arrange for or provide transportation for service access.

Provide clerical support and assistance for Cen-Tex services, including: creating and maintaining child files and records; timely receipt, documentation, evaluation and interpretation of health records and parent contacts; providing files, information and documentation to Early Head Start Centers; assisting in related correspondence and communications with parents, including scheduling parent conferences.

Work closely with center staff to ensure high quality are delivered services to children and families and are supportive program of goals.

Develop and implement partnerships with EHS families, including Family Partnership Agreements.

Conduct developmental screenings of EHS children.

Assist with recruitment, enrollment, case load divisions, developing class lists and maintaining enrollment waiting lists.

Support Teachers regarding child attendance concerns by: communicating with families; assisting with development of plans to remedy concerns; and following up with families as needed to support plans.

Serve as a resource to families, staff and the community about the Agency's available services, including: recruitment, eligibility and enrollment for services; and program component policies and procedures regarding family partnerships, food services and nutrition, child medical, dental and mental health, community and parent involvement, and child screening and assessment.

Assist families with identification and access to resources as needed, including; health, mental health, social, services, education and job training. Maintain familiarity with the needs of families served by the program, and area services and resources available to meet those needs, including crisis intervention and holiday assistance programs.

Promote parent and family involvement in children's education and well being. Support parents and families to advocate for themselves and their families.

Participate in IEP/IFSP meetings, as required.

Coordinate and develop linkages between other area family support service agencies to provide better service delivery to EHS families. Serve as an advocate for EHS families within the community.

Promote participation in parent involvement activities. Assist plans for, participate in, and support monthly classroom Parent Meetings with Teacher and parents.

May accompany EHS Teachers on home visits according to program schedule, policy and procedures.

Ensure confidentiality of agency and family information assigned to position.

Work effectively with individuals of diverse educational, socio-economic, and cultural backgrounds, and those with disabilities and special needs. In working with others, problem solving is required to identify issues and create action plans.

Report to work at scheduled time and maintain good attendance. Perform all duties in a safe, timely and professional manner. Participate with a positive attitude and behavior in all program activities.

Continue professional growth by participating in classes, training programs, workshops/conferences, as the budget allows.

Work cooperatively with other staff providing a positive image to co-workers and the community supportive of the agency's goals and objectives.

Perform other related duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

This position usually has no supervisory responsibilities.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be at least 18 years of age as required by the TDFPS Minimum Standards for Child-Care Centers. Must be at least 21 years of age for persons driving a vehicle on agency business, and at least 25 years of age if required to transport children and families served by the agency, as required by agency automobile insurance.

Depending on agency resources, employees may be required to provide private transportation to complete assigned duties. Employees will be reimbursed for approved mileage following the guidelines as set forth in the agency Personnel Policies.

## **EDUCATION and EXPERIENCE**

### Preferred requirements:

Education: Baccalaureate or advanced degree in a human services field and Family Service Worker Certification.

Experience: Five years of experience in a social, human or family services administration services area, working with community groups, families, volunteers, committees, and young children; child development and screening and assessment; classroom practices and statistical reporting and evaluation; knowledge of Early Head Start standards, TDFPS Minimum Standards for Daycare Centers.

### Minimum requirements:

Education: Associate degree, or the educational equivalent, in human services or social services field.

Awareness of: needs of low-income children and families; cultural issues and local community resources.

Experience: 2 years working with children, families and community groups and public agencies.

Knowledge of community resources. Working knowledge of: personal computers, word processing and database software; Internet accessibility; email usage.

Ability to work independently as well as with a team. Must be skilled in educating both young children and adults.

## **LANGUAGE SKILLS**

**Preferred requirements:** Bilingual and biliterate skills in Spanish and English preferred.

**Minimum Requirements:** Ability to communicate in English.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Ability to write routine reports and correspondence.

Ability to speak effectively before groups of parents, employees of the organization, or community groups.

Ability to communicate effectively in both written and oral forms with all levels of management, both external and internal to the Agency. Use of effective listening skills to establish rapport with children and families in a supportive and nurturing manner.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

CPR (infant, child, adult) and First Aid.

Class C Driving is required for this position. Depending on agency resources, employees may be required to provide private transportation to complete assigned duties. Employees will be reimbursed for approved mileage following the guidelines as set forth in the agency Personnel Policies.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that 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.

While performing the duties of this job, the employee is regularly required to: stand and sit for extended periods of time; walk short distances on a regular basis and on uneven surfaces when necessary; possess dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneel; bend at the waist and reach overhead, above the shoulders and horizontally; retrieve and store files and supplies; see to read fine print and at a distance; hear and understand voices on the telephone and in person; move and transport program materials and lift light objects up to 20 pounds.

The employee occasionally must be able lift and/or move up to 45 pounds.

The employee is occasionally required to bend at the waist and/or knees (i.e. lifting child from crib; lifting child to place on changing table; lifting to place into high chair), stoop, kneel, or crouch while simultaneously lifting or physically supporting an infant or toddler. Safe lifting practices must be adhered to at all times for employee and child safety.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to extreme heat. The noise level in the work environment is usually moderate.

May encounter a variety of conditions when conducting home visits. Employees must evaluate conditions presented for their safety and needs, and confer with supervisor when problems or concerns arise.

Work Location \_\_\_\_\_

Regular Work Schedule \_\_\_\_\_

In addition, occasional evening and/or weekend hours may be required to assist with special functions, including parent meetings, home visits, recruitment and agency events.

Effective Date of Job Description \_\_\_\_\_

**I have read and I understand the job description listed above. My questions have been answered. I am fully qualified for this position and can perform the duties as described. I understand that this is not an exhaustive list of all my duties and responsibilities. I understand that Management (and no other) reserves the right to revise this job description as deemed necessary.**

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Signature of Supervisor reviewing description with Employee Date