



Springfield
Urban League, Inc.

Empowering Communities.
Changing Lives.

Springfield Urban League, Inc.
Job Description
Family Services Division

JOB TITLE: Family Resource Advocate
EXEMPT: No
SUPERVISOR: Site Manager

REV: 10/2017
PROGRAM: Head Start

SUMMARY: The Family Resource Advocate is responsible for providing quality, comprehensive child/family support services to preschoolers and their families; providing support, training and case management to assist parents in meeting the needs of their children and enhancing parents' role as the primary influence on their child's education and development and supporting parents in increasing their economic stability; determining eligibility for program, enrolling families in program, enlisting parental involvement in child educational programs; working with parents in identifying and achieving goals; accessing support services; creating training programs; and facilitating positive parent, school and student relationships.

ESSENTIAL FUNCTIONS:

1. Establishes a relationship of trust with Head Start children and families.
2. Works with parents and caregivers, providing information and supportive services as needed. This includes conducting a Family Assessment with each enrolled family and negotiating/implementing an Individualized Family Partnership Agreement with them, as well as quarterly meetings with those families who have selected to receive ongoing services. This includes completing required contacts and paperwork for the services provided to each assigned family.
3. Makes appropriate referrals for families and children and follows up on referrals to determine if services were received and needs were met.
4. Interview interested families during enrollment for completion of application and enrollment process by utilizing application checklist.
5. Provide completed application to the Site Manager for review and approval.
6. Obtain income documentation to verify eligibility.
7. Provide actual income documentations, i.e. W2, 1040, RASP, Child support, etc. to ERSEA Coordinator.
8. Obtain hard copies of IEP's and IFSP's during enrollment.

9. Hard copies of IEP's and IFSP's will be provided to Special Services Coordinator in 24 hours.
10. Maintain files in a locked file cabinet.
11. Send via U.S. Mail official notification to families to inform them of selection for enrollment.
12. Enter reasons and causes of absences into ChildPlus daily.
13. Per the Attendance Document Procedures, provides follow-up on children with attendance issues by making contact with families within the hour of the absence.
14. Works closely with teaching staff to coordinate home visits (when agreed upon by both parties), share pertinent information, collaborate on family concerns, and provide united support to families.
15. Attends staff meetings, training sessions, Family Committee Meetings and Community Service Provider Meetings as recommended by the Family Resource Development Coordinator.
16. Provides crisis intervention services to Head Start families within the scope of the agency's resources.
17. Distributes information regarding adult education, employment, male involvement, and family involvement to Head Start families.
18. Distributes health education information to classroom staff and parents and forwards incoming health-related records and information to the site's Data Clerk.
19. Offers updates regarding local social service and health service-related resources for families.
20. Helps identify medical and dental issues and makes referrals to health agencies.
21. Assists with ongoing health screenings held at each Site or in the community as arranged by the Health Services Staff.
22. Submits records of children's illnesses and health needs as identified in the assigned classrooms and assures that proper follow-up action is taken in consultation with the parent and/or a health professional.
23. Works with Data Clerk to maintain records required in the children's site files.
24. Provides assistance and support in health emergencies at the site and provides follow-up, as appropriate.
25. Consults with staff on child abuse and neglect issues and fulfills mandated reporter duties per State of Illinois laws.

26. Maintains confidentiality and professionalism at all times.
27. Employee will comply with the policies and procedures for bus monitoring. Bus monitoring services will consist of (but not limited to) securing all children in seatbelts, taking attendance, securing authorized signatures when releasing the child from the bus. Employee will also maintain control and ensure the safety of the children on the bus at all times.
28. Performs other duties as assigned, with consideration given to the priority of direct services to families.

QUALIFICATIONS:

1. Minimum Educational Standards: A credential or certification in social work, human services, family services, counseling or a related field. Desired Educational standards: Bachelor’s Degree in social services or related field.
2. Ability to communicate and work well with parents, children, staff, and community agency personnel
3. Ability to pass a medical examination identifying freedom from communicable disease
4. Ability to lift at least 40 pounds
5. At least 21 years of age
6. Must have a current Illinois Driver’s License, reliable transportation for self and others for use in program activities, and proof of car insurance required by the State of Illinois
7. Willingness to learn and uphold Springfield Urban League Head Start Policies and Procedures and have a positive attitude toward direction
8. Must meet the State of Illinois Department of Children and Family Services Licensing Standards for working at a Head Start Center
9. Ability to adequately complete program records and reports, organize time and materials effectively, understand written program materials

I have read and received this job description.

EMPLOYEE

SUPERVISOR

DATE

DATE