

## Job Description

**Title: Early Head Start Family Advocate**  
**FLSA Status: Non-Exempt**

**Department: Early Head Start**  
**Reports to: Director of Community Support Services**

### **Job Summary:**

Under the supervision and direction of the Early Head Start Neighborhood Place Director of Community Support Services, the Family Advocate provides support and technical assistance to TNPEHS' partners in the content areas of family partnerships and engagement, community resources and collaborations, support service delivery, training and mentoring, monitoring and reporting, and providing best practices in working with families.

### **Essential Duties and Responsibilities:**

1. Relevant Content Expertise:
  - a. Maintains relevant content knowledge and disseminate such knowledge by providing on-going quality assistance
  - b. Researches for current materials in field to support families in the above-mentioned service areas.
  - c. Enters all required child and family information, including case notes in ChildPlus Software system.
  - d. Provides resources and referrals to families as requested to support family partnership plans
  - e. Coordinates family education efforts for regional and program wide opportunities.
  - f. Supports and assists with program wide events and site-based family activity nights as requested by supervisor
  - g. Recruits speakers and provides resources for family events as indicated by the results of the parent education and interest surveys
  - h. Contributes resources and assists with updating the parent education and interest survey resource page on the agency web site annually
  - i. Attends Policy Council Meetings as required
  - j. Attends all Parent Committee meetings in assigned areas
  - k. Informs families and staff about resources available through donations and assist with the distribution of items
  - l. Provides support and resources to families transitioning out of the program
  - m. Be aware of, understand and be able to articulate:
    - Current community service resources
    - Head Start performance standards
    - Other regulations/protocols for the provision of quality services
2. Family Services:
  - a. Recruits and enrolls eligible families for Early Head Start services
  - b. Provides support and coordination for parent orientations
  - c. Ensures all information is properly entered ChildPlus Software System
  - d. Monitors, evaluates and ensures training of classroom and community volunteers
  - e. Provides staff training in areas of parent education and family engagement and community resources
  - f. Provides support and referrals for crisis intervention as needed
  - g. Organizes and supports the center-based Parent Committees
  - h. Supports Policy Council representatives in their role and encourage acquisition of leadership roles within the program and the community

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- i. Promotes family literacy
  - j. Encourages and supports fatherhood involvement
3. Quality Assurance:
- a. Provide results of regional monitoring efforts to EHS Director/Regional Manager on a regular basis to ensure. Compliance
  - b. Conducts home visits (as necessary) and share observations/findings of site visits with Director of Community Support Services and Lead Family Advocate.
  - c. Ensures follow up and screenings requirements are met in accordance with time lines in
  - d. Contributes to the development of action plans for continuous quality improvement
  - e. Assists with the coordination of the annual program self-assessment and the follow-up reporting
  - f. Assists with the development and maintaining written policies and procedures that are in compliance with Head Start Performance Standards

### **Skills and Abilities:**

- Ability to work under minimal supervision
- Ability to work independently and follow-through on assigned tasks
- Excellent organizational skills to meet demanding timelines
- Ability to maintain all confidentiality requirements
- Excellent communication skills, both written and oral
- Excellent interpersonal skills
- Ability to work with a diverse population
- Ability to work with staff, service agencies and the public
- 30% or more travel will be required if needed
- Bi-lingual preferred

### **Computer Equipment and Software Requirements:**

- Microsoft Office Suite
- ChildPlus
- Enhanced Field System (EFS)

### **Training Requirements:**

- Head Start Performance Standards
- Trauma Informed Care framework
- Parent Education as required
- ChildPlus Training

### **Experience and Training:**

- AA degree in Social Services or related field is minimum education requirement
- Bachelors' degree strongly preferred
- Minimum of two years of related experience

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- Knowledge of community resources
- Experience working with diverse populations
- Bilingual strongly preferred
- Must be willing to travel all areas, as needed, within the South Florida areas to perform required tasks and provide own reliable transportation. Requires a valid Florida Driver's License, a good driving record and automobile insurance, as required by the Early Learning Coalition driving policy
- Training, education and/or experience may be substituted for certain minimum qualifications

### **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 frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Work Environment:**

The work environment characteristics described in this document 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. The noise levels in the work environment may vary but are usually moderately quiet.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an "at will" relationship.

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Employee Signature