



**The Chicano  
Federation**

## **Chicano Federation of San Diego County, Inc.**

### Job Description

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

**SALARY:** \$16.00 TO \$19.00

#### **GENERAL FUNCTION:**

Under the direction of a Site Supervisor or designee, performs a wide variety of duties in support of the Head Start Program goals and objectives by establishing and maintaining positive relationships with children's families to encourage participation in and increase their awareness and use of supportive services; serves as an advocate for program children and their families.

#### **ESSENTIAL FUNCTIONS:**

- Build strong, healthy relationships with diverse families utilizing a strengths-based, family-centered exosystemic framework to elicit positive goal-oriented change;
- Use self-awareness and reflection to inform the delivery of high quality family services;
- Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility;
- Interpret, apply, explain and reach sound decisions in accordance with Program regulations, policies and procedures;
- Communicate effectively orally and in writing;
- Prepare clear, concise and accurate reports, correspondence and other written materials;
- Exercise tact, objectivity, sensitivity, strategy and judgment in dealing with volunteers, parents and staff;
- Organize and maintain documentation;
- Be a team player and demonstrate flexibility.
- Acts as a resource and provides and/or makes referrals for necessary services;
- Informs, educates and distributes information and literature to parents regarding health, social and other services that are available;



- Establishes and maintains supportive relationships with Head Start families; engages families to co-develop a Family Partnership Agreement;
- Makes family home visits to conjointly discuss and assess family needs;
- Develops and implements family case management models in support of Head Start goals and objectives;
- Documents activities and performs various other administrative duties;
- Maintains complete and current files and records pertaining to activities;
- Prepares regular and special status reports;
- Monitors records and reports prepared by other staff;
- Works with center staff to promote parent involvement and advocacy;
- Participates in the preparation and attends parent advisory committee meetings;
- Assists with the obtainment of complete medical/health history records of enrolled children;
- Enters data of support services into an automated tracking system;
- Acts as liaison with local community organizations to provide resources to children and their families;
- Ensures center compliance with health, social services and parent involvement requirements of the Head Start Program's Performance Standards;
- Assists in the general operation of site;
- Enters health, social services, and family partnership goals into system.
- Other duties as assigned by supervisor.

#### **REQUIREMENTS:**

- Bilingual is a plus
- Associate's Degree in Child Development, Early Child Development, Social Services or a closely related Human Services field (preferred)
- Three (3) years of experience providing direct services to low-income children and families of diverse cultural backgrounds.
- Personal transportation including a valid driver's license and proof current auto insurance



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- Certification in pediatric first aid and CPR must be met within 90 days of employment.
- Must meet and maintain state law and county licensing requirements regarding employment in a childcare center (fingerprints, TB, physical, immunizations).
- Required within eighteen (18) months of hire, a minimum of a credential or certification in, social work, human services, family services, counseling or related field.

### **CONTACTS:**

Has contact with all levels of agency employees.

### **WORKING CONDITIONS:**

Works in an office environment.