

Plaza Community Services

Serving the people of Los Angeles since 1905

Early Head Start-Child Care Partnership Family Advocate

Status: Hourly, Non-Exempt
Reports To: EHS-CCP Parent, Family and Community Engagement Coordinator
Position: Full-time
Salary: DOE

Job Description:

The EHS-CCP Family Advocate serves as the lead and coach and case manager for the families he/she works with. Under this role, the Family Advocate coordinates and ensures the delivery of comprehensive services which includes and may not be limited to child health, nutrition, family support, referrals, resources, supporting parent's as their child's first and most important teacher while increasing knowledge and skills in parenting, advocacy and parent engagement in the children's education. The Family Advocate will work, deliver, track and monitor services for up to 40 families and will serve as a liaison between the parent, other Plaza staff, community agencies and the Family Child Care Providers.

Responsibilities include, but are not limited to:

- Follows, and adheres to State and Federal Head Start regulations.
- Active member of the recruitment team. Responsible for conducting or participating in no less than 2 recruitment events per month.
- Works with families and Eligibility Staff in the completion of State child care re-certifications, updates and enrollment.
- Works with Eligibility Staff to help families understand the enrollment, eligibility and need requirements, including the family fee process. Ensures any and all changes that may impact the eligibility of the subsidized state child care program are completed within stipulated timelines in order to allow the family to continue to receive state subsidized child care services, if eligible.
- Works with families and Eligibility Staff in the process of transferring children within the different sites as the need arises.
- The EHS-CCP Family Advocate (FA) must be able to clearly and positively convey to parents the benefits of child's regular attendance to the EHS-CCP program and follow up on any and all attendance concerns, trends, and unexpected or chronic absences. The FA must also follow up with parents whenever the child is absent for 2 or more days or when a pattern of absenteeism is identified.
- Works collaboratively with community agencies to support the needs of families and children and follows up on referrals provided to families to ensure the family's needs were met. The EHS-CCP Family Advocate provides referrals, supports or resources to families experiencing urgent needs in accordance to the programs policies and procedures.
- The EHS-CCP Family Advocate works with each family to ensure children have a medical and dental home and receive the required health exams (including health, dental and nutrition), children are up-to-date on immunizations and that families have the necessary supports to ensure children receive treatment for any suspected or diagnosed condition.

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- The EHS-CCP Family Advocate also works with families on establishing goals that lead to self-sufficiency and conducts home visits on a monthly basis to assure resources and support is provided towards the completion of family goals or towards any other needs identified by the family. Maintains contact with service providers regarding family progress.
- Support Family Engagement/School Readiness goals and objectives.
- Leads the transition plan and assists families with transition activities including accompanying families to Head Start and/or other preschool programs, conducting transition workshops, sharing the progress towards the transition plan with other program staff, providers and partners, assisting families with completion of paperwork necessary to assure the child's enrollment in the next program placement.
- Assists with the completion of vision, hearing, heights/weights screenings for children.
- Enters data, documents in children's files and maintains accurate health and social service records for each family/child in his/her caseload.
- The EHS-CCP Family Advocate tracks and monitors all services and timelines using database reports related to children and families on his/her caseload.
- Conducts family strengths, interests and needs assessment. With support from the EHS-CCP Parent, Family and Community Engagement Coordinator, uses data to plan, schedule and/or deliver parent trainings and workshops on areas of interest to parents as well as those areas listed on the Head Start Program Performance Standards.
- Build familiarity and implements the Two-generation approach when working with families, staff, Providers and Partners.
- Implements Plaza's Parent, family and Community Engagement Philosophy and encourages parent involvement at all levels.
- Builds parents knowledge and skills in regards to the benefits of bilingualism and biculturalism. Provides activities and information to parents on dual language, raising bicultural and bilingual children.
- Participates and/or provides parenting workshops utilizing the program's selected parenting curriculum.
- In collaboration with the Education Specialists, plans, schedules and participates in monthly center/FCC meetings. Facilitates the elections of Policy Committee Representatives and ensures there is always one representative and one alternate for his/her caseload or as required by the Policy Council Bylaws.
- Works with the EHS-CCP Parent, Family and Community Engagement Coordinator to ensure parents have the necessary supports in order to attend the monthly parent meeting, Policy Council and other parent activities. This may include providing agency's taxi vouchers, arranging for taxis, assisting low income parents with completion of transportation or child care reimbursement forms.
- Models for and supports parents' growth and development on advocacy.
- Participates in program activities, staff meetings, trainings, as assigned.
- Organizes work assignments and meets established deadlines.
- Provides services in the parent's preferred language and, in doing so, if needed, arranges for interpreters or translators.

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- Collects In-Kind forms from parent participation and community presenters at parent meetings.
- Other duties as assigned to meet the needs of the EHS-CCP Program.

EDUCATION & QUALIFICATIONS:

The Candidate must have one or more of the following requirements:

- Minimum of four years' experience working with low-income children and families in a social service or similar setting and the ability to obtain the Family Development Certificate within 12 months from the date of hire.
- AA degree in social work or related field and three years of experience working with low income families in a social service or similar setting; or
- BA degree in social work or related field and two years of experience working with low income families in a social service or similar setting.

Additional qualifications:

- Bilingual in Spanish and English preferred.
- Knowledge and understanding of diverse cultural, racial, and ethnic backgrounds.
- Experience working with low-income families and families with special needs, health needs, nutrition and social service needs. Experience with Head Start/Early Head Start preferred.
- Ability to communicate effectively and respectfully with children and adults from different cultural and socio-economic backgrounds in oral and written formats.
- Maintain cooperative work relationships with community agencies, program staff, Family Child Care Providers and Partner Centers.
- Work independently with minimal supervision.
- React with flexibility and sensitivity to changing situations and needs.
- Ability to Organize and prioritize work.
- Knowledge of office methods, practices and procedures including record keeping and filing.
- Computer skill proficiency using Word, Excel, Software applications as well as the use of software programs required under the EHS-CCP program including, but not limited to, software programs required by the funder for proper administration of the EHS-CCP program.

The successful candidate will have the ability to perform the following functions with or without reasonable accommodations:

- Successful completion of pre-employment Physical exam and TB Clearance.
- Successful completion of background check including DOJ, FBI, CACI and Sex Offender Registry.
- Adherence to the Confidentiality Agreement.
- Adherence to the Child Abuse Reporting Mandate.
- Duties are performed at one and/or multiple centers.
- This position will require to work a flexible schedule including evening, weekend or early hours.

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- Valid California Driver's license, good driving record (DMV check will be conducted); and proof of automobile insurance as driving a vehicle to attend parent meetings, home visits, and community meetings is required.
- While performing the duties of this job, the employee is regularly required to change position; to sit, stand, walk, climb or balance; to stoop, kneel, crouch or crawl; to bend, twist and reach with hands and arms.
- Lift and/or move up to 45 pounds.
- Communicate verbally and writing in English to the degree that child, parents and other staff members are able to understand and respond

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, protected veteran status or other protected status. EEOE/M/F/Vet/Disabled

How to Apply:

Please email a cover letter and resume to resumes@plazacs.org