



## Family Advocate Job Description

### Position Description

2022

#### Mission:

Family Promise of Great Falls is a nonprofit agency in which staff and volunteers provide support and resources to children and their families facing homelessness.

#### Goal of Position

To manage the day-to-day operation of the Day Center. To assist the Case Managers with intake screening, comprehensive case management, social service navigation and referrals. To recruit and schedule volunteers to assist at the Day Center and shelters. To assist the Executive Director with program development and implementation.

#### Major responsibilities:

1. Organize all the activities of the Day Center. This involves recruiting, scheduling, training, and coordinating both the staff and volunteers. The Family Advocate ensures that staff and volunteers can serve families by ensuring that they are trained and know what is expected of them.

Coordinates transportation and shuttle van schedule to meet the needs of guests and their families.

Participates as a member of the staff in providing on-call coverage as assigned by the Executive Director.

Keeps up to date on information from other agencies and is a resource for other agencies seeking referral information on current or former guests/clients.

2. Provide assistance to the case managers from other agencies. This includes doing outreach to referrals, completing intake documentation, completing an assessment of need, tracking individual case plans, providing referrals to other agencies, providing social service navigation, and providing housing assistance location and advocacy. The Family Advocate monitors the case managers to ensure that guest information is tracked so that our census data is accurate at all times. Also, he or she must be aware of and follow the "discharge process" when families leave the program.

Tracks all families served for up to 24 months after the family has left the program.

Attends all relevant meetings to position, i.e., monthly staff meetings, continuum of care meetings and other meetings on an as needed basis.

3. Recruit and schedule volunteers to assist at the Day Center and shelters. This requires the Family Advocate to consistently communicate with congregations and community members about what volunteers are needed as well as working with clubs, schools and congregations that provide donations and holiday gifts/parties for clients.

Keeps accurate and up to date volunteer hours and schedules.

Keeps accurate record of donations promised and received.

Reporting Relationship: The Family Advocate reports directly to the Executive Director.

#### Qualifications:

- A minimum of bachelor's degree in social work, child and family development, or human services field. One years' experience working with clients and experience working with the homeless population is preferred.
- Knowledge of local government and social service programs is desired.
- Strong problem-solving skills and an ability to make clients comfortable and trusting is critical.
- Strong written and oral communication skills.
- Ability to work effectively with people with a wide range of customs, cultures, and beliefs.
- Computer literacy with a working knowledge of standard office software and ability to learn custom accounting and campaign software.
- Demonstrated ability to supervise and motivate staff and volunteers.
- Ability to develop, prioritize and complete work plans, goals, and objectives.
- Ability to be a good team player.
- Ability to balance client time, phone time, and paperwork time is essential.
- Ability to react to change productively and handle other essential tasks is necessary.
- Valid driver's license and automobile insurance.

**Please send a cover letter and resumé to [cariy@familypromisegf.org](mailto:cariy@familypromisegf.org).**

Family Promise of Great Falls reserves the right to change this description at any time. Family Promise of Great Falls practices the concept of equal employment opportunity with respect to hiring, promotions, transfers, pay, discipline, fringe benefits, and all other terms and conditions of employment. No individual will be discriminated against, and no employment decisions will be made on the basis of an individual's race, color, national origin, religion, age, gender, gender identity, protected disability, marital status, familial status, veteran status, height, weight or citizenship.