

## Job Description

### Family Advocate – Atlantic Street Family Resource Center



**JOB TITLE:** Family Advocate  
**DEPARTMENT:** Atlantic Street Family Resource Center  
**REPORTS TO:** Program Manager – ASFRC  
**STATUS:** Full Time, Regular  
**FLSA:** Non-Exempt  
**WORK SCHEDULE:** 40 hours a week, Monday to Friday, evenings included, schedule varies

#### **PURPOSE**

Under the supervision of the Program Manager-ASFRC, the Family Advocate will provide information, consultation and assistance, and crisis intervention for ASFRC youth & families. This position will facilitate parenting programs, provide program support and drop-in assistance for the ASFRC Programs at the assigned site. S/he will identify resources within the agency and outside and will act as liaison with families, partners and collaborators and participate in networking activities. In addition, he/she will help create a warm, friendly and inviting atmosphere for programming and all visitors and participants at the ASFC site.

#### **ESSENTIAL DUTIES**

##### **Direct Family Services**

1. Assist with program development and outreach efforts and serve as liaison to partner providers as needed or directed.
2. Implement, facilitate or support family/group programming as appropriate.
3. Provide information, assistance, consultation and referrals to *diverse parents/families* and other individuals as needed; provide other support and advocacy.
4. Greet participants and visitors and direct or refer to appropriate area. Provide information or referrals
5. Maintain and further develop collaborative relationships with parents, communities, partner agencies and programs serving target population of the site and the agency.

##### **Parenting Class Facilitation**

6. Facilitate evidence based parenting classes such as Incredible Years, Guiding Good Choices and SMEC
7. Identify curriculum to facilitate and learn based on the community and participant needs
8. In partnership with the ASFRC team and all ASC Programs, recruit to fill parenting classes
9. Help to create, copy and distribute calendars, newsletters and relevant flyers.

##### **Program Support and Documentation**

10. Provide program support for Program Manager.
11. Ensure preparation for program activities, which may include: develop program flyers & calendars; setting up meeting rooms; buying and preparing refreshments; providing program/building coverage and coordinating clean-up following activities.
12. Support record-keeping processes for all participants, including registration, attendance, drop-in logs, program logs, participant surveys & assessments, program evaluation and reports.
13. Submit timely and accurate program reports on a monthly, quarterly and annual basis.
14. Enter data for reports into ETO database in a timely manner.
15. Assist with the oversight of volunteers.
16. Assist with the planning, organizing and implementation of special events.
17. Provide back-up support to other staff as needed.

#### **OTHER DUTIES**

- Work as part of the ASFRC, site teams and agency teams as appropriate.
- Participate in required agency and team meetings as well as any other relevant meetings as requested by Program Manager.

- Model and comply with the values, policies, and practices of Atlantic Street Center.
- Abide by the agency's confidentiality policies and HIPPA rules.
- Actively participate in agency life and program activities. This includes school and agency meetings, supervision and consultation.
- Submit expenses, leave requests/timesheets, and other administrative requirements to supervisor in a timely fashion.
- Perform other related duties as assigned by Program Manager or Executive Director.

### **QUALIFICATIONS**

- Bachelors' Degree or Associate's Degree in a related field: social work, psychology, education. MSW Preferred.
- Certification in one or more parenting curriculum such as: Incredible Years, Guiding Good Choices, SMEC, and/or other evidence based curriculums.
- Minimum three years' paid experience working in a social service nonprofit agency working with low-income youth and families from diverse cultural and ethnic backgrounds.
- Working knowledge of US-born African Americans and other people of color.
- Must have effective computer skills: Microsoft Office software, Outlook and database management.
- Must have strong organizational skills; able to prioritize work assignments in an effective and efficient manner; able to complete multiple tasks on time and effectively.
- Creative, self-starter, who is flexible and adapts to change quickly.
- Able to work effectively during times of stress and temporary increase in workload.
- Effective written and oral communication skills; able to promote all ASC programs and services.
- Strong knowledge of Family Centers and family support principles and the needs and challenges of the population served.
- Knowledge of and ability to access support services within the surrounding area.
- Able to develop child, parent and family appropriate programs and activities.
- Able to work independently and as part of a team; strong team building skills.
- Able to establish and maintain effective relationships with participants, community representatives, collaborators, volunteers, and the general public.
- Manage difficult and stressful situations effectively and calmly; model appropriate and respectful conflict resolution skills.
- A professional manner and friendly customer service attitude for interaction with colleagues, partners, donors, Board members, and volunteers and community served.
- Proven ability to work in a multi-cultural and multi-ethnic environment.

### **WORKING CONDITIONS**

- Work hours: Monday to Friday, schedule varies; one to two evenings per week to support scheduled programs.
- Must be able to access participants at all locations served by ASC and places frequented by participants.
- Position requires driving your own vehicle whenever necessary to meet program needs. Valid WA state driver license and car insurance is required per state law. Driving time should not exceed 20 - 30 % of work week
- Able to sit for long periods, to bend, stoop, and/or to do a lot of walking.
- Able to lift up to 20 pounds.

### **DISCLAIMER**

This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of employees in this classification. The duties described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between Atlantic Street Center and its employees.

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### **How to apply**

Qualified individuals should submit a resume and cover letter clearly stating how you meet or exceed the required qualifications. Also, please mention in your letter or email how you heard about the position.

Please indicate in your email or fax subject line:

**"Family Advocate"**

Submit materials by email or fax to:

ATTN:  
Human Resources  
Atlantic Street Center  
Fax: (206) 329-2171  
jobs@atlanticstreet.org