

Helpmate, Inc. Job Description Child and Family Advocate

Overview of Position:

The Child and Family Advocate is a full-time, non-exempt position. The Child and Family Advocate reports directly to the Program Director, with responsibility to Direct Service and Advocacy teams. The primary responsibilities of the Child and Family Advocate include the provision of facility coverage and the coordination of case management services to children and families, including residents of Helpmate's shelter.

Responsibilities Common to Entire Staff:

- Maintain positive and appropriate relationships with Helpmate constituents, including clients, co-workers, staff from partnering agencies, Board members, volunteers, donors, and other community stakeholders.
- Provide support, information, advocacy and/ or referrals for persons accessing services as necessary.
- Serve as staff back-up to Crisis Line and shelter coverage as necessary. Provide Crisis Line coverage as necessary.
- Maintain accurate written records and statistics as required on a timely basis.
- Participate in staff meetings. Represent Helpmate on committees, task forces or coalitions as requested.
- Respond as requested to public requests for at-risk, professional, or community education.
- Support the preparation of funding proposals and program planning functions.
- Participate in fundraising activities as requested.
- Attend training/ workshops as required to enhance job performance.
- Other duties as required/ requested by supervisory staff

Primary Duties of Position:

- Communicate schedule to Administrative and Outreach Coordinator.
- Coordination of case management services for children, including residents of Helpmate's shelter.
- Serve as primary case manager to assigned residents and their children.
- Provide intake for new clients, to include providing assessment, support, and referral to walk-ins during defined hours.
- Provide intake of new residents while on shift.
- Serve as first responder for residents on assigned shift.
- Perform case management activities as identified on intake, and as requested by counseling and court advocacy staff.
- Support facility coverage.
- Meet with clients or client groups off-site as assigned and as indicated by emergency requests by partnering agencies.
- Provide crisis line coverage as assigned.
- Facilitate or co-facilitate groups as requested, including parenting groups and children's therapeutic and child-care groups.

- Development and maintenance of children's services and child-related policies for residents.
- Support Program Director in ongoing development of community-wide children's services.

Secondary Duties of Position:

- Assist Program Director in ensuring quality of client charting.
- Assist Program Director in outside agency or court requests for client records.
- Input client statistics into the client database as assigned.
- Assist with at-risk and community education as assigned.
- Represent Helpmate on coalitions, task forces, and collaborative initiatives as assigned.
- Coordination and supervision of volunteer-sponsored activities for residents as assigned.

Qualifications:

- Bachelors level degree in social work, child development, human services, or related field.
- A minimum of 2 years experience in social work, childhood development, or related field, with preference for experience in domestic violence or related field.
- Demonstrated ability to communicate clearly, concisely, and accurately both orally and in writing.
- Ability to make independent decisions within the framework of policies, procedures, budgetary constraints, and grant restrictions.
- Proficiency in Microsoft/ Word and in Access-based data systems.