



2177 Asheville Rd.
Waynesville, NC 28786
828-452-1447

154B Medical Park Loop
Sylva, NC 28779
828-586-2345

JOB DESCRIPTION

Effective Date: 5/15/2014 Revision Date: 6/24/2024

Name: _____

Job Title: Family Service Advocate

Department: Head Start/Early Head Start

Supervisor: Health/Nutrition & Family Services Coordinators

FSLA Status: Non-Exempt

Position Status: **Full Time/Part Time**

Position Summary: (Primary Function)

Family Service Advocates build positive relationships with children and families to assist in securing and maintaining services to help achieve self-sufficiency. Family Advocates are to bring support in a case management style and act as a liaison between families, staff, the community, and other family-related services. Lastly, they are to encourage all family members to become advocates for their children and family. Family Advocates maintain accurate health and family services data to look at trends and needs of the program and community.

Essential Functions: (Essential Functions: Critical features of this job are described under the headings below. They may be subject to change at any time due to reasonable accommodations or other reasons.)

- Individualize approaches to working with families based on culture, values, unique needs, family composition, etc.
- Possesses knowledge of Head Start Performance Standards to ensure the delivery of quality services.
- Establish and maintain an outreach and recruitment process, insuring enrollment of eligible children for the assigned service area.
- Encourage and achieve parent participation in center-based program and activities.
- Submit reports to the Health/Nutrition & Family Services Coordinators as required.
- Be aware of all Health and Family Services Policies and Procedures.
- Maintain knowledge in all community programs, make referrals, and services to families.
- Assist families in utilizing community resources, including medical, dental, social, educational, and occupational.
- Keep documentation on all families and children, including emergency information, Family Partnership Agreements, Parent Contacts and Health Summaries. Documentation will be ongoing and entered into Child Plus at least monthly.
- Complete the PFCE Family Needs/Goals Assessment three times a year.
- Develop Family Partnership Agreements with families. This is to be used as a guide to help families look at their immediate needs and goals.
- Document and track follow up needs such as Family Partnership Goals, health, dental, nutrition, growth assessments, hearing, and vision concerns.
- Work in classrooms to meet child-staff ratios as needed.

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1. Qualifications:

- Preferred: 4-year degree from an accredited university in social work, Human Services or a related field
- Accepted: 2-year degree from an accredited community college in Human Services
- Minimum: High School or GED graduate working towards a Family Services Credential

2. Knowledge, Skills, and Abilities:

- Must be very detailed-oriented with the ability to prioritize tasks, organize daily activity and be able to multi-task projects/tasks.
- Must be flexible and able to adapt to changing needs, multiple task demands, and work structures.
- Ability to read and comprehend instructions, short correspondence, emails, and memos.

3. Performance/Success Factors:

- Physicals and immunizations on newly enrolled children must be completed and obtained within the first 30 days of enrollment.
- Dental screening on newly enrolled children must be completed and obtained within the first 90 days of enrollment.
- Follow up MUST occur within 60 days for goals.
- Follow up MUST occur within 60 days of referrals.
- Conduct PFCE Family Needs/Goals Assessment no more than 90 days from date of enrollment. 2nd assessment no later than February and 3rd assessment no later than April.
- Update information into the COPA system as well as in the folders (child/family).
- Document all family contacts and home visits.
- Assist families in scheduling of appointments.
- Be punctual to work and other related functions.
- Perform well in a team environment.
- Start working with families six months prior to the child's 3rd birthday on transition activities
- Complete work in a timely, accurate, and thorough manner.
- Adheres to Mountain Projects, Inc. policies and procedures including cell phone usage in the classrooms.
- Participates in ongoing in-service and educational development opportunities provided by the agency.
- Help with meal preparation when needed.
- Report to managers immediately any suspicion of waste, fraud, abuse of any agency program property, supplies, etc.
- Any job-related assignments that may be required or deemed advisable by supervisor.
- Ability to prioritize daily tasks and events.
- Perform routine duties with minimal supervision.



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- Strive for excellence in all tasks and duties and foster an attitude of “exceeding guest expectations.”
- Able to work independently but operate within company policy guidelines using independent judgment.

4. Working Conditions:

- Light to moderate physical activity performing non-strenuous administrative work.
- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation with quiet to moderate noise.
- Physical demands: able to lift up to 25 pounds, manual dexterity sufficient to reach/handle items.
- Works with fingers and perceives attributes of objects and materials.
- Climb, balance, stoop, kneel; frequently move about, able to stand, walk, and sit for extended periods.
- At times, be outdoors in all weather conditions.
- Vision: must be able to see close, have good vision to perform daily duties.

Equal Opportunity Employer

Mountain Projects, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race; color; religion; sex; sexual orientation; gender identity or expression; national origin; age; disability; genetic information; political affiliations; National Guard or veteran status, consistent applicable federal, state, and local laws, and regulation.

Direct Supervisor: _____

Employee Signature

Date