



**Position title:** Family Advocate

**Grade:** E8

**Reports to:** Essic Robinson, Granite City North & Granite City South – Lead Family Advocate  
Collinsville, Bethalto & Edwardsville – Center Supervisor

**AGENCY MISSION:** To empower children and families in Madison County, Illinois to develop positive skills to meet life's challenges.

This position works independently with assigned families and cohesively as a member of their assigned Center. Responsibilities include conducting home visits with children and their families, collaborating with teaching teams to bridge communication between home and school, learn & play groups and parent meetings. Family Advocates support family well-being by providing resource information and incorporating goal setting with families. This position is responsible for engaging families as full partners in their child's development and strengthening the child-parent relationship.

**SKILL BASED COMPETENCIES AND PERFORMANCE OUTCOMES:**

**Organizing:** Procures and organizes resources to get things done, orchestrates multiple activities at once to accomplish a goal, arranges information in a useful manner.

**Standing Alone:** Has the ability to stand up and be counted, doesn't shirk responsibility, willing to be the only champion for an idea and is comfortable working alone on an assignment.

**Presentation Skills:** Is effective in a variety of formal presentation settings both inside and outside of the Agency addressing both controversial and non-controversial topics that command attention. Manages the group process being able to change tactics midstream when something isn't working.

**Written Communications:** Writes clearly and succinctly, can get messages across with the desired effect.

**Interpersonal Savvy:** Relates well to all kinds of people both inside and outside of the Agency building appropriate rapport and constructive and effective relationships. Uses diplomacy and tact and can diffuse high tension situations comfortably.

**Customer Focus:** Meets the expectations and requirements of internal and external customers and acts with customers in mind by establishing and maintaining effective relationships with them. Obtains first-hand information from families using it for improvement of services for them.

**Integrity and Trust:** Is widely trusted and is seen as a direct, truthful individual who can present the truth in an appropriate and helpful manner, admits mistakes and doesn't misrepresent themselves for personal gain.

**Listening:** Practices attentive and active listening, hears people out, can accurately restate the opinions of others even when they disagree,

**Self-Development:** Personally committed to and actively works to continuously improve themselves, works to deploy strengths and to improve on weaknesses and limitations,

### **FUNCTIONAL COMPETENCIES**

Is able to solve difficult problems with effective solutions, sees hidden problems, uses honest analysis, looks beyond the obvious and doesn't stop at the first answers.

Effectively handles stress and does not become defensive or irritated, can hold things together when times are tough, doesn't show frustration when resisted or blocked and is a settling influence in a crisis. Is tolerant with people and processes, makes an effort to understand the people and data accumulated before making judgments and acting. Follows established policies and procedures,

Maintains a conscious balance between work and personal life, knows how to attend to both so that they obtain what they want from both.

### **EDUCATION AND/OR EXPERIENCE:**

Bachelor's degree in Early Childhood Education, Social Work or related field required. Experience with home visiting, case management, family and community resources strongly preferred. Experience in working with culturally diverse community/families also preferred. Valid driver's license and reliable means of your own transportation required to conduct home visits, etc.

### **WORKING CONDITIONS:**

Work is performed in a setting with moderate safety issues. Travel to outside meetings, trainings, conferences, home visits, Agency sites, etc. This position requires sitting, standing, bending and moderate lifting.

**ACKNOWLEDGEMENT:**

This job description describes the general nature and level of work performed by the employee assigned to this position. It does not imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by their direct Supervisor. All requirements are subject to change over time and to possible modifications to reasonably accommodate individuals with a disability.

**Riverbend Head Start & Family Services** offers their employees the opportunity to work in a supportive environment and deliver a variety of services to culturally diverse children and families enrolled in their programs.

To apply for this position or obtain more information, please contact the Human Resources department at (618) 463-8700 or 8701 or e-mail [Lbostick@riverbendfamilies.org](mailto:Lbostick@riverbendfamilies.org).

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