

# Family Advocate Job Description



## Position Description

2021

### 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. Provides assistance to the Case Managers with comprehensive case management for all guests. This includes doing outreach to referrals, completing intake documentation, completing an assessment of need, developing individual case plans, providing referrals to other agencies, providing social service navigation, providing housing assistance location, and advocacy. Also, he or she must be aware of and follow the "discharge process" when families leave the program.
2. Attends all relevant meetings to position, i.e., monthly staff meetings, continuum of care meetings and other meetings on an as needed basis.
3. Consistently communicates with congregations about what volunteers are needed. Works with clubs, schools and congregations that provide donations, furniture and holiday gifts/parties for clients.
4. Keeps accurate and up to date case files, volunteer hours, and collects all needed data for reporting.
5. Tracks all families served for up to 24 months after the family has left the program.
6. Coordinates transportation and shuttle van schedule to meet the needs of guests and their families.

7. Participates as a member of the staff in providing on-call coverage as assigned by the Executive Director.
8. 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. Maintains current resource files for other agencies.

Reporting Relationship: Case Manager 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).