

**ARCHULETA COUNTY**

**JOB DESCRIPTION**

**POSITION TITLE: Family Advocate**

**DEPARTMENT: Human Services**

**FLSA STATUS: Non-Exempt**

**JOB SUMMARY:**

Provides various services in order to stabilize children and family systems. Advocates, organizes and plays an important role in accessing community resources or support on behalf of children and families in need of human services and who can benefit from support or crisis prevention/intervention.

**SUPERVISION RECEIVED**

Receives direct supervision from the Director of Human Services.

**SUPERVISION EXERCISED**

None

**ESSENTIAL FUNCTIONS:**

*The duties described herein are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Acts as the liaison between a family and other systems such as child welfare, school or other community and family service organizations.

Identifies the proper channels, locates resources of support and helps to navigate various systems to ensure client’s needs are met.

Provides education in areas including: budgeting, child care, child development, parenting skills, employment readiness, individual/group/family support, mentoring, healthy relationships, employment assistance, GED training, health and nutrition, concrete needs (rent, utilities, food/clothing assistance), and domestic violence.

Supports child welfare workers in providing case services including: supervising visits, completing home visits, providing transportation and monitoring cases.

Supports child support technicians in achieving support goals (e.g., working with custodial and non-custodial parties to increase the likelihood of payments being made).

Responds to child welfare hotline calls and collects information from reporting parties.

Updates and manages accurate records and statistical reports.

Assists clients to apply for various county assistance programs.

Completes presentations within the community regarding prevention/intervention activities, Provides outreach to families/clients.

Provides assistance with childcare assistance program applications, EBT issuance, and non-emergency medical transportation.

Maintains ethical and supportive relationship with clients.

Develops family plans to achieve goals and build on existing family strengths for families, children, and adolescents.

Assists families in developing skills to access existing public and private resources.

Prepares and maintains client files, data, and reports in compliance with County, state, and grant requirements.

Coordinates Promoting Safe and Stable Families (PSSF) and other grant activities as assigned.

**ON-CALL ESSENTIAL JOB FUNCTIONS:**

All responsibilities may not be performed by all incumbents.

Assesses and evaluates with supervisory support child or adult abuse or neglect situations; recommends need for medical exam and whether child or adult must be temporarily removed from the immediate circumstances; coordinates necessary arrangements for foster care or other types of placement needed; coordinates contact with the appropriate reporting channel if abuse or neglect is suspected.

Coordinates child or adult abuse or neglect investigations with law enforcement personnel; determines proper jurisdiction; assists in conducting forensic interviews and shares relevant information with pertinent parties related to the reported incident; drafts for Supervisory review required documentation/reports regarding investigations; and attends/participates in court proceedings as required.

**OTHER DUTIES**

Performs other duties as assigned and required.

**MINIMUM QUALIFICATIONS**

Any combination of education, training and experience, which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Education:**

Bachelor’s degree from an accredited four-year college or university in Social Work, Psychology or a related human behavioral science.

A newly hired Child Welfare Caseworker is required to successfully complete the Colorado Department of Human Services training requirements for caseworkers within the mandated timeframes to be eligible for continued employment.

In order to meet the minimum educational requirements of a human behavioral science degree, the applicant must have a degree with major course work (equivalent to 30 semester hours or 45 quarter hours) in either development of human behavior, child development, family intervention techniques, diagnostic measures or therapeutic techniques such as social work, psychology, sociology, guidance and counseling, and child development.

**Experience:**

Two years of experience in a directly related field or in the performance of similar duties and responsibilities.

**Licenses**

Possession of, or ability to obtain, a valid Colorado Driver’s License.

**Certifications:**

**KNOWLEDGE, SKILLS AND ABILITIES:**

All knowledge, skills and abilities may not be required of all incumbents.

**Knowledge of:**

Established theories, principles and concepts of social casework practice.

Human physical, emotional, psychological and social stages of development.

Addiction, domestic/family violence, developmental disabilities and mental health issues, signs/symptoms.

Child and/or adult protection issues and investigative procedure, laws and time lines, including Native American Child Welfare laws.

Multi-cultural issues and differences.

Policies, procedures, philosophies, rules, ethics and regulations governing the services to clients.

Applicable state, federal, Native American Tribal and local ordinances, laws, rules and regulations and how they apply to child/adult protection.

Community resources available to assist clients.

All computer applications and hardware related to performance of the essential functions of the job.

Recordkeeping, report preparation, filing methods and records management techniques.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

**Skill in:**

Assessing risk in child and adult protection and assessing family functioning to insure safety of individuals.

Assessing evidence, to include determining if a client’s injuries are consistent with reported abuse.

Using forensic interviewing techniques.

Using conflict resolution techniques.

Using tact, discretion, and initiative within established guidelines.

Educating families in appropriate parenting skills through teaching, role modeling, demonstrating and various coaching techniques.

Providing accurate court testimony.

Assessing environment in regards to personal safety.

Preparing clear and concise reports, correspondence and other written materials.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks, and to understand, interpret and communicate complicated policies, procedures and protocols.

Using mathematics.

Communicating clearly and effectively, both orally and in writing.

**Ability to:**

Respond to each client with empathy and respect.

Deescalate chaotic and/or potentially violent situations and set limits when appropriate.

Establish and maintain effective working relationships with a variety of individuals.

Collect process and utilize incoming information, define problems, establish facts and draw valid conclusions.

Make critical decisions in high risk and high stress situations.

Speak effectively before groups and respond to questions.

Work/participate as part of a multi-disciplinary team.

**TOOLS AND EQUIPMENT USED:**

Computer(s) General Office Equipment Calculator Copy Machine

Motor Vehicle(s) Camera Shredder Cell Phone

Pagers Video Recorder Audio Recorder Printer

**PHYSICAL DEMANDS:**

*The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is frequently required to have the ability to move to and from various points within the office. Travel to other locations using various modes of private and commercial transportation.

Ability to work with hands above shoulder height or arms extended at shoulder height. The employee is required to use hand to finger, handle, grasp or feel objects, tools, or controls, and reach with hands and arms. Requires repetitive movement’s standard in office-related activities such as typing, and sitting and standing, talking in person and via telephone. This position is occasionally required to stoop, kneel or crouch.

Ability to lift and/or carry up to 20 pounds on a regular basis.

Specific vision abilities required by this job include close vision, distance vision, color vision, depth deception and the ability to adjust focus. Requires full range of peripheral vision to monitor multiple computer systems.

Requires full range of hearing to be able to communicate via the telephone, and in person, ability to hear and conduct routine conversation. Requires sufficient hearing and speech ability to communicate verbally in response to inquiries, complaints, and to speak to individuals or groups in an informational or instructional situation.

Working time may require irregular hours and/or on-call status.

**MATERIAL AND EQUIPMENT USED:**

Computer(s), General Office Equipment-Calculator, Copy Machine, Shredder, Phone, Printer

Vehicle

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**WORK ENVIRONMENT AND CONDITIONS**

*The work environment characteristics described herein are representative of those an employee may encounter while performing the essential functions of the job.*

Work is typically performed in a variety of environments including the office, client homes, community agencies and schools, and may involve potential exposure to hazardous and/or violent environments and/or clients. The incumbents working conditions are typically moderately quiet, but may be loud at times.

*All job descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been included. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance however, should the duties, responsibilities and requirements be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.*

*In accordance with Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which may pose undue hardships on the organization.*

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.*

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Employee Signature Duties