



Hillside Family of Agencies

Non - Management Position Description

Position Title: Family Advocate II	
Location/Affiliate: Various Locations and Affiliates	Position Number:
Reports To: Assigned Manager	Department:
Completed By: Job Description Team	Date: March 1, 2011
FLSA Status: Non Exempt	Date of HR Approval: / /
<p>Purpose: Why does this position exist? (One or two sentences starting with “The (Job Title) is responsible for...” describing the primary result of the position.)</p> <p>Under the supervision and general direction of their assigned manager, the Family Advocate II provides outreach, information, referrals, and advocacy services and helps to coordinate family support services for families of children with special needs. Represents the agency with a variety of external organizations as assigned. Ability to mentor and provide training.</p>	

Essential Functions: The major duties of the job that constitute the fundamental tasks and or responsibilities of the position. Employees must be able to perform the essential functions of the position with or without reasonable accommodations.	Daily*=D Periodic=P Occasional=O
1. Provide emotional support to the family through telephone and face to face meetings.	D
2. Meet program specific billable service requirements (as appropriate).	D
3. Meet documentation requirements in a timely manner per program guidelines.	D
4. Provide family support as needed.	D
5. Coach families how to advocate for themselves.	D
6. Facilitates/co-facilitates meetings with families in the home or at the agency.	D
7. Advocate for families active in service.	D
8. Help family find ways to meet basic needs of food, clothing, shelter, safety, and health.	D
9. Assist the family in identifying parenting skills which could be strengthened and provide role modeling of these skills.	D
10. At point of intake, help family assess their own resources for services needed, i.e. respite, transportation, child care.	D

11. Links family to HFA PAP.	D
12. Acts as an advocate in identifying and accessing community services and resources for families.	D
13. Help family identify gaps in services needed and assist in planning to eliminate gap.	D
14. With family identify strengths upon which to build a foundation of improved communication and coping skill.	D
15. Meet regularly with Clinician to coordinate and discuss treatment plan related to family functioning.	D
16. Attend CSE or community services meetings with family, advocating for them as necessary	D
17. Assists family in developing natural and community resources to meet their continuing care needs.	D
18. Works flexible hours as determined by families needs. (This may include evenings and weekends as determined by needs of service).	D
19. Performs various related responsibilities and duties based on the particular assignment and or Service.	D
20. Assists individuals and families in crisis.	D
21. Represents the agency at community, state and national forums as assigned.	P
22. Build relationships with parent support and advocacy organizations on behalf of HFA.	D
23. Advocate for systems change at the program, community, state, and national level.	D
24. Act as a role model and mentor other family advocates/associate family advocates.	D
21. This job description is not exhaustive. Employees may be required to perform other duties as assigned.	D

***Daily = What the position does every day.**

Periodic = What the position does regularly – every few days, every week or every month.

Occasional = What the position does every several months or on an annual basis.

Job-Related Qualifications
Education: Required: High School diploma with applicable certifications and / or Agency approved advocacy training (PEP, Family Development Credential, Lay Advocacy Training, Partners in Policymaking, etc.) highly desirable.

Preferred: Please Choose	Area of Study:
Note: Proof of any required education degree will be required pre-employment and, as required, during employment.	
Licenses or Accreditation:	
Required: NYS Driver's License	Note: Clean driving record to meet agency standards
Required: Please Choose	Specialty Area (if applicable):
Preferred: Please Choose	Specialty Area (if applicable):
Note: Proof of any required license and/or accreditation will be required pre-employment and, as required, during employment.	
Prior Experience:	
<p>Required: Parent or Primary Care Giver of a child with special needs and / or social, emotional, or behavioral challenges; experience in navigating systems (general or special education, court, specialized therapies, etc.) to obtain services for their child/family; has supported/assisted other families in obtaining assistance. Demonstrated proficiency in all essential functions of the Associate Family Advocate position or 2 years of external experience in a comparable position demonstrating same. Prefer demonstrated experience in or knowledge of family driven, strength based assessment and intervention tools. Demonstrated experience in or knowledge of eligibility requirements, services offered and system structure. Ability to build relationships/represent the agency with a variety of community and state organizations as assigned. Ability to mentor and provide training.</p>	
Preferred:	Years: Please select Type:

Competencies: Describe specific skills or behaviors that must be demonstrated on the job in this position.
1. Displays sensitivity to the needs of clients, visitors and colleagues.
2. Cooperates with other departments and work groups.
3. Discusses confidential matters only in an appropriate manner and setting.
4. Treats everyone with courtesy and respect.
5. Proficiency with understanding written and verbal instructions, converting instructions into tasks and completing tasks must be demonstrated on the job.
6. Proficiency with office productivity programs and software, organization skills, tact and priority setting must be demonstrated on the job.
7. Compliance with all regulatory requirements and Hillside Family of Agency rules and expectations must be demonstrated on the job.

8. Proficiency with office correspondence including email and internet must be demonstrated on the job.

9. Proficiency with software applications, accurate data entry and the ability to learn new applications must be demonstrated on the job.

10. Proficiency with effective communications at all levels internally and externally must be demonstrated on the job



Indicate below the essential physical requirements of each job. The following codes are used to identify the frequency of key activities that could be involved in job-related activities.

C – Constantly (66 – 100% of time)

F – Frequently (34 – 65% of time)

O – Occasional (1 – 33% of time)

N – Never (0% of time)

Activity	Frequency	Activity	Frequency
Standing	Select	Manual Dexterity	Select
Walking	Select	Hearing	Select
Sitting	Select	Running	Select
Visual Acuity	Select	Bending/Stooping	Select
Talking	Select	Kneeling/Squatting	Select
Driving Vehicle	Select	Sense of Balance	Select
Crawling	Select	Touch Sensitivity	Select
Climbing	Select	Manual Manipulation	Select
Reaching	Select	Keyboarding	Select
Lifting, pushing, pulling and/or carrying up to 20 pounds			Select
Lifting, pushing, pulling and/or carrying 21 - 50 pounds			Select
Lifting, pushing, pulling and/or carrying over 50 pounds			Select
Work outdoors with exposure to heat and/or cold			Select

Describe any protective equipment required to be worn by the incumbent:

Protective Equipment Necessary: