



JOB OPENING ANNOUNCEMENT:

FSC FAMILY ADVOCATE

Job Title: FSC Family Advocate
Reports to: FSC Program Director
Location: Central Los Angeles
FLSA Status: Full time non-exempt position, 40 hours a week, \$16-18/hr
Deadline to Apply: August 31, 2017

SUMMARY: Reporting to the Director of Family Support Services, the FSC Family Advocate provides coaching and support services for low-income youth and families as part of the Wilshire Family Source Center Network. The end goal of the Family Advocate is to foster greater economic self-sufficiency in families and academic achievement in youth through a coaching model. The Family Advocate will engage individuals to uncover their unique challenges and needs as well as their strengths and resources to enable the client to set their own goals. When appropriate the Family Advocate will also supply resources and referrals to assist the client in achieving their economic and academic objectives.

ESSENTIAL JOB ACTIVITIES AND RESPONSIBILITIES: The essential job activities described here 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.

- Enroll youth and families in the FSC program and pre-screen for social services assistance through Your Benefits Now Program.
- Conduct initial interview to determine eligibility for universal or case management services.
- Provide referral services and emergency support services (food, shelter, transportation, LHEAP) as needed.
- Provide case management to eligible youth and families, including creating an Individual Service Strategy (ISS) and establishing regular case management meetings.
- Ensure case managed youth and families are linked to appropriate programs at Bresee, including academics, college prep, ESL classes, and financial literacy, to achieve youth and adult outcomes and provide wraparound services.
- Participate in weekly meetings with Senior Case Manager to debrief progress on case load and troubleshoot challenges that arise.
- Meet with English Language Coach to develop strategies for working with English Language Learners on case load in order to help coach ELL's towards English proficiency.
- Promote the academic progress of students by serving as a liaison between youth, families, and other agencies working with the student (such as Schools, social workers, the staff of other Bresee programs such as GRYD and BAM, etc). The Family Advocate must maintain regular communication with key stakeholders and coordinate efforts to achieve the students ISS goals.
- Maintain accurate records in Bresee and program-specific client databases and provide documentation and/or prepare periodic program reports as required.

- Lead or facilitate parenting class or parent support group meetings/activities.
- Assist with transportation for Bresee trips and special events using Bresee's vehicles.
- Participate in FSS team meetings and events, staff meetings, and other Bresee, collaborative partner or community meetings as requested.
- Assist with Bresee activities and events as requested.

EDUCATION/EXPERIENCE/QUALIFICATIONS: The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Must hold Bachelor's degree from an accredited college or university.
- Must be bilingual in Spanish, proficient in speaking, writing, and reading.
- Demonstrate computer competency with Microsoft Office tools including Word, Excel, PowerPoint; Google applications and email applications; and database systems.
- Have experience working with urban youth and families, demonstrate sensitivity to multicultural issues, and be comfortable working in multi-cultural, urban environment.
- Minimum two-years working in nonprofit social service agency.
- Must have excellent English verbal and written communication skills.
- Must have outstanding teamwork, interpersonal relationship, and active listening skills.
- Must possess excellent customer service skills, including the performance of duties in a tactful and professional manner.
- Must have good organizational and time management skills.
- Able to set priorities and organize daily workload to meet deadlines, program goals, and requirements.
- Be highly organized, with attention to detail and accuracy.
- Able to efficiently process multiple projects at a time without sacrificing the quality of work.
- Demonstrate flexibility when new assignments or changes are introduced.
- Able to work independently but also function effectively as part of a team.
- Able to follow directions and work well with others.
- Be self-motivated, reliable, and function as an active team player.
- Be a collaborative problem solver.
- Able to take initiative with minimal supervision.
- Able to exercise good judgment, discretion, and confidentiality when interacting with clients.
- Able to clearly articulate Bresee's message and program-specific information.
- Must support Bresee's procedures and policies.
- Must follow program-specific requirements and policies.
- Have or be qualified to obtain Class B license; DMV record check and DOT drug/alcohol testing will be required.
- Must submit to and successfully pass a criminal history background check.
- Must understand and support Foundation's *Vision, Mission, and Values Statement*.

PHYSICAL DEMANDS: The physical demands described here 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 sit, stand, walk, bend, lift and carry objects, and drive. Job requires frequent verbal and written communication. Computer, telephone, copier, and fax use are required.

WORKING LOCATION: Location is based on a percentage of where work time is spent.

In office 75%, out of office 25%. Indoors 95%, outdoors 5%.

HOURS AND BENEFITS: Full-time position, occasional weekend and evening hours will be necessary. Benefits include medical and dental insurance, vacation and sick leave, and 401k type pension plan.

TO APPLY: Submit cover letter and resume to jobs@bresee.org by August 31, 2017 with the Subject Line: FSC Family Advocate.