

Senior Family Advocate

Full-Time

Summary

HomeFront is a Trauma Informed organization, and all interactions and care are provided with a Trauma Informed Approach.

The Senior Family Advocate will report directly to the Director of Shelter Services. Supervising, training, and evaluating Family Advocates and For My Baby and Me (FMBM) Program Coordinator. The Senior Family Advocate will collaborate with other Family Campus Managers to address any client-related matters. The Senior Family Advocate will ensure that all guests are maintained in an environment that meets the comfort, safety, and security of each person in residence, implementing strategies consistent with the philosophy of HomeFront. They will provide case management services with the specific objective of assisting families to transition into a stable living situation and self-sufficiency using a Trauma Informed care approach that allows the guest to be a part of their growth process.

Essential Job Functions

- Supervise and supports Family Advocates and FMBM Program Coordinator
- Develop and conduct team building activities for Family Advocates and FMBM Program Coordinator
- Attend Program Managers meetings
- In conjunction with Advocates, conduct, monitor and update in-depth needs and strengths assessment of FPC guests
- Develop, monitor, and update Service Plan for FPC guests
- Provide individualized intensive case management services for guests
- Receive and distributes updated resource lists of program and services in collaboration with the Director of Shelter Services
- Research community social services that are needed by program recipients and provide guests with appropriate targeted information and referral
- Lead and assist with other FPC Family Advocates in joint case reviews of FPC guests
- Work cooperatively with other Campus staff to insure smooth functioning of the HomeFront Family Campus Program
- Attend Family CAT Team meeting as necessary
- Develop and maintain cooperative working relationships with other social service agencies
- Oversee and train Family Advocates on Apricot
- Acting Liaison between Mercer County Board of Social Services, partner agencies and community agencies providing programs at the FPC
- Complete weekly FPC report to Director of Shelter Services
- Lead and Coordinate Monthly Community Meetings
- Schedule and assign topics for monthly staff trainings
- Implement daily guest programming along with staff
- Assign staff to collaborate with our on-site community partners
- Collaborate with campus team to develop and maintain appropriate programming

- Ensure and protect agency, employee, and client confidentiality
- Payroll approval
- Perform monthly or required urine drug tests
- Other related duties as assigned

Job Competencies

- Professional maturity and empathy
- Trauma Informed Care Approach
- Attention to detail
- Team Building Skills
- Crisis Management
- Staff Supervision
- Problem Solving/Analysis
- Interview techniques and theories
- Documentation skills
- Understanding of homelessness and poverty
- Family systems theories expertise
- Knowledge of local community services
- Written and oral communication proficiency
- Strong Interpersonal skills
- Presentation skills

Technical skills

- Intermediate Microsoft Office application
- Standard Office Procedures

Requirements

- Bachelor's degree and some Master's level course work in Social Work, Sociology, Psychology or related field, and/or five years of work experience in social services setting
- Mercer County Familiarity is preferred
- Proficient English, verbal and written communication; proficiency in Spanish is desired
- Valid driver's license
- At least 25 years of age insurance requirement for client transport

Physical Demand and Work Environment

This is largely a sedentary role, however, ability to lift files, open filing cabinets, bend and stand are necessary.

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