



**Hillside Family of Agencies**

**Non - Management Position Description**

<b>Position Title:</b> Family Advocate I	
<b>Location/Affiliate:</b> Various Locations and Affiliates	<b>Position Number:</b>
<b>Reports To:</b> Assigned Manager	<b>Department:</b>
<b>Completed By:</b> Job Description Team	<b>Date:</b> November 13, 2017
<b>FLSA Status:</b> Non Exempt	<b>Date of HR Approval:</b> April 1, 2011
<p><b>Purpose:</b> Under the supervision and general direction of the Family Advocate Supervisor, the Family Advocate I provides outreach, information, referrals, and advocacy services; and helps to coordinate family support services for parents/caregivers of a child who is experiencing social, emotional, developmental, medical, behavioral and/or substance abuse challenges in their home, school, placement, and/or community to be more effective in meeting their family's needs.</p>	

<b>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.</b>	<b>Daily*=D Periodic=P Occasional=O</b>
1. Provides peer support to families including via face-to-face and telephone interactions.	D
2. Meets funder specific billable service requirements.	D
3. Meets documentation requirements in a timely manner per program and funder requirements.	D
4. Empowers families to advocate for themselves through coaching, mentoring and modeling.	D
5. Facilitates/co-facilitates meetings with families in the home or at the agency or community.	D
6. Advocates for and with families to promote Family Driven Care.	D
7. Empowers families to identify and use their community and natural resources.	D
8. Assists the family in identifying their strengths and increasing their knowledge in areas they have identified as areas for skill development.	D
9. At point of enrollment, helps family understand Family Peer Support Services.	D
10. Links family to Hillside Family of Agencies Family Empowerment Network (FEN).	D
11. Helps family identify gaps in services needed and assist in planning to eliminate gap.	D

12. Forms and maintains relationships using effective communication and collaboration.	D
13. Attends CSE or community services meetings with family, advocating for them as necessary.	D
14. Assists family in developing natural and community resources to meet their continuing care needs.	D
15. Works flexible hours as determined by family needs. (This may include evenings and weekends).	D
16. Meets regularly and takes an active role in supervision.	D
17. 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.

<b>Job-Related Qualifications</b>
<p><b>Education:</b></p> <p>Required: High School diploma or equivalent    Area of Study:</p> <p>Preferred: Please Choose    Area of Study:</p> <p>Note: Proof of any required education degree will be required pre-employment and, as required, during employment.</p> <p><b>Licenses or Accreditation:</b></p> <p>Required: NYS Driver’s License    Note: Clean driving record to meet agency standards</p> <p>Required: Please Choose    Specialty Area (if applicable):</p> <p>Preferred: Please Choose    Specialty Area (if applicable):</p> <p>Note: Proof of any required license and/or accreditation will be required pre-employment and, as required, during employment.</p> <p><b>Prior Experience:</b></p> <p>Required. Parent/caregiver of a child with a social, emotional, developmental, medical, substance use, and/or behavioral challenges.</p> <p>Preferred:    Years:    Please select    Type:</p>

**Competencies:** This section, by reference, includes the applicable HFA Professional Competencies. (A copy of the competencies is available in the Human Resources section of the Intranet.) In this section, you should include the job-related competencies from the Performance Management Partnership (PMP) process. You may also select an HFA professional competency for emphasis that has particular emphasis 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. Demonstrates proficiency with understanding written and verbal instructions, converting instructions into tasks and completing tasks.
5. Demonstrates proficiency with office productivity programs and software, organization skills, tact and priority setting.
6. Demonstrates proficiency with effective communications at all levels internally and externally.

**Physical Requirements:**

Duration	OCCASIONAL (0-33%)				FREQUENT (34%-66%)				CONTINUOUS (67%-100%)		
	<30 min	1 hr	2 hr	2.5hr	3 hr	4 hr	5 hr	5.5hr	6 hr	7 hr	8 hr
Sitting									X		
Standing	X										
Walking	X										
Driving			X								

	NONE	OCCASIONAL 1 - 2.5 hr.	FREQUENT 2.5 - 5.5 hr.	CONTINUOUS 5.5 - 8 hr.
Balancing		X		
Bending/ Stopping		X		
Climbing		X		
Crawling/Crouching	X			
Kneeling	X			
Pulling/ Pushing		X		
Reaching Forward or Down		X		
Reaching Overhead		X		
Running	X			
Twisting	X			

**Lifting and Carrying:**

Required	Distance	Heaviest Lb.	Frequency	Most Frequent	Frequency
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				<b>lb.</b>	
Lifting		20 lbs.	Monthly	5-10 lbs.	Daily
Carrying	Varies	5-10 lbs.	Daily	5-10 lbs.	Daily

**Manual Dexterity:**

<b>Activity</b>	<b>Rt/ Lft Both</b>	<b>None</b>	<b>Occasional 1 - 2.5 hr.</b>	<b>Frequent 2.5 - 5.5 hr.</b>	<b>Continuous 5.5 - 8 hr.</b>
Simple Grasp	Both				X
Fine Manipulation	Both				X

Is there exposure to extreme changes in temperature or humidity? No  
 Is there exposure to dust, fumes, gases or chemicals? Yes\*\*\*  
 Is there work at heights? No  
 Protective clothing or equipment required: None  
 Ability to change positions as needed? Yes

**Special Considerations:**

\*\*\* May be required to attend community meetings or home visits that may occasionally expose employees to cigarette smoke or normal household cleaning products.

6-5-17 from HR