



Hillside Family of Agencies

Management Position Description

Position Title: Supervisor-Family Advocate	
Location/Affiliate: Various Locations and Affiliates	Position Number:
Reports To: Assigned Manager	Department:
Completed By: Job Description Team	Date: November 13, 2017, updated 10/23/21
FLSA Status: Non-Exempt	Date of HR Approval:
<p>Purpose: Under the general direction of their assigned manager/director, the Supervisor-Family Advocate is responsible for achieving the goals/objectives and quality expectations of assigned family advocacy programs and initiatives and the performance of the Family Advocates they supervise. The Supervisor-Family Advocate represents the agency with a variety of external organizations as assigned. The Supervisor-Family Advocate must possess the 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. Leadership: Communicates, supports and links HFA mission, vision, values, goals, and strategies to everyday work and establishes clear, meaningful, challenging, and attainable objectives and expectations that are aligned with those of the organization.	D
2. Human Resources: Is responsible for the administration of Human Resource related functions for assigned staff according to HFA policy and guidelines to include hiring, termination, performance evaluation and management, employee development, employee discipline/corrective action and employee compensation.	D
3. Management: Aligns the right work with the right people; delegates tasks according to people's strengths and interests. Ensures staff has the skills and resources to be successful. Provide staff with coaching, training and opportunities for growth to improve their skills. Treats staff fairly and consistently. Shares accountability when delegating and involves staff in setting their performance goals.	D
4. Governance: Ensures HFA policies, procedures and all applicable governmental laws/regulations/guidelines are followed. Makes decisions and has authority to implement decisions in conjunction with the leadership structure of the given area of responsibility.	D

5. Provides supervision, mentoring and support to assigned staff.	D
6. Plans, organizes, assigns and monitors work of assigned staff.	D
7. Involves team members in decision making process and encourages the development of leadership skills in other team members.	D
8. Communicates with families, internal and external resources, and funders.	D
9. Makes decisions as needed, and has authority to implement decisions in conjunction with the leadership structure of the given service area.	D
10. As required performs the essential functions of a Family Peer Advocate.	D
11. 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
<p>Education:</p> <p>Required: HS Diploma or equivalent with applicable credentials and agency approved training (PEP).</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>Licenses or Accreditation:</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>

Prior Experience: Parent/caregiver of a child with a social, emotional, developmental, medical, substance use, and/or behavioral challenges; experience in navigating systems to obtain services for their child/family; has supported/assisted other families in a variety of settings. Demonstrated proficiency in all essential functions of the Family Peer Advocate position or 5 years of external experience in a comparable position demonstrating the same. Prefer demonstrated experience in or knowledge of family driven, strength based assessment and intervention tools. Prefer prior leadership experience and demonstrated experience in knowledge of 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.

Preferred: Years: Please select Type:

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. Demonstrates ability to independently complete commitments and takes responsibility for actions; recognizes and fixes errors and omissions.
2. Demonstrates an awareness and sensitivity to cultural and social variations and shows respect for individual differences.
3. Demonstrates the ability to maintain learning including acquiring, understanding and interpreting information in subject areas for position.
4. Demonstrates a commitment to work that assures excellent attendance, a willingness to be flexible in work scheduling and consistent follow-through on commitments.
5. Demonstrates a commitment to quality, using resources efficiently and with the greatest effectiveness.
6. Demonstrates ability to work efficiently and effectively as a member of a team.

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/ Stooping		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 lb.	Frequency
Lifting		20 lbs.	Monthly	5-10 lbs.	Daily
Carrying	Varies	5-10 lbs.	Daily	5-10 lbs.	Daily

Manual Dexterity:

Activity	Rt/ Lft Both	None	Occasional 1 - 2.5 hr.	Frequent 2.5 - 5.5 hr.	Continuous 5.5 - 8 hr.
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.