

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: FAMILY ADVOCATE – GENERAL

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide support to students and families to improve the wellbeing of students by providing support services to families with various issues such as poverty, unemployment, Child Protective Services referrals, pregnant/parenting teens, and drug or alcohol related issues; assist families with education and health needs, social services, finding shelter, job placement, handling bereavement and other needs.

ESSENTIAL FUNCTIONS:

Provide support to students and families to improve the well-being of students; provide support services to families with various special and economic situations such as poverty, unemployment, Child Protective Services referrals, pregnant/parenting teens, and drug or alcohol related issues; assist children and parents with access to Healthy Start, public assistance, housing, employment, health, and other community services and resources.

Assist families with education and health needs, social services, finding shelter, job placement, bereavement and other needs; establish and maintain contact with families to monitor their needs, identify issues and coordinate support in times of crisis; assist families develop goals, objectives and strategies to resolve issues and strengthen the socioeconomic and educational well-being of families.

Assist with the expansion of recreational, youth developmental and other programs for children; arrange meetings with various neighborhood organizations and parent groups; interact with businesses and community agencies to enhance support for Healthy Start.

Assist in planning, scheduling and conducting parent education programs; assist with the coordination of academic support and tutoring programs for children and parents; participate in various training activities; assist families with completing various documents and applications.

Participate in and encourage parent involvement in school programs and activities by supporting community awareness, parent volunteer services and neighborhood development projects.

Communicate with families, teachers, school nurses and psychologists, counselors and others to assess the needs of families, facilitate referrals, exchange information, and resolve issues and concerns; maintain contact with service providers regarding family progress.

Attend and participate in assigned conferences, School Attendance Review Board hearings and meetings; operate a vehicle to travel to various sites as assigned.

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Prepare and maintain records and reports related to family issues.

Operate standard office equipment, including a computer and assigned software.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Social work concepts and principles.

Principles of child development and early childhood education.

Crisis intervention techniques.

Telephone techniques and etiquette.

Modern office practices, procedures and equipment.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Record-keeping techniques.

Operation of standard office equipment, including a computer and assigned software.

ABILITY TO:

Provide support services to families with various issues.

Assist families with education and health needs, social services, finding shelter, job placement, handling bereavement and other needs.

Establish and maintain direct communication between Healthy Start, families, service providers and various organizations.

Learn, apply and explain policies, objectives and guidelines of Healthy Start.

Learn principles of adult education and training.

Communicate effectively both orally and in writing.

Work effectively with individuals of various socioeconomic and cultural backgrounds.

Establish and maintain cooperative and effective working relationships with others.

Analyze situations accurately and adopt an effective course of action.

Prepare and maintain records and reports.

Understand and follow oral and written instructions.

Plan and organize work.

Operate a variety of office equipment including a computer and assigned software.

Maintain consistent, punctual and regular attendance.

Move hands and fingers to operate a computer keyboard.

Hear and speak to exchange information in person and on the telephone.

See to read a variety of materials.

Sit or stand for extended periods of time.

Bend at the waist, kneel or crouch to reach various materials.

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EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: high school graduation and one year of experience in a community or social service agency.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

HAZARDS:

Driving a vehicle during adverse weather conditions.

Potential for contact with dissatisfied and abusive individuals.