



Transforming Parents' Lives. Improving Children's Futures.

Family Advocate – First Step

Job Description – Summary

Summary/objective:

Warren Village First Step offers a transitional housing program for low-income, 18-24 year old single- mothers and their children. The program is an opportunity for families to experience independent living in a supportive community setting while working towards educational, economic and personal self-sufficiency. The Family Advocate is responsible for guiding, inspiring and supporting residents of First Step in a positive peer culture through; individual Mobility Mentoring®, group life skills programming, and supporting their high school diploma or GED attainment. This position requires relationship building skills and an ability to conduct successful goal setting with mothers using motivational interviewing, strengths-based and client-centered practices.

Warren Village practices and measures diversity, equity, inclusion and culture competency as a core expectation for all positions.

Essential Functions and Responsibilities:

Case Management

- Conduct weekly Mobility Mentoring® meetings with each program participant, evening flexibility is required.
- Coach individual residents to set goals, develop plans, and accomplish desired outcomes.
- Link program participants with systems that provide them with resources, services, and opportunities to work towards economic and personal self-sufficiency.
- Demonstrate an ability to develop plans with program participants, including specific interventions that will enhance the developmental, problem-solving, and coping capacities of each individual.
- Complete documentation, log entries, maintain case notes, statistics and other written information regarding program participants.
- Actively involve all 11 program participants in an assessment of education and/or career goals, providing referrals to appropriate resources. Assist with resume development and review of education and employment activities that meet individual career goals.
- Actively involve all 11 program participants in the creation of a housing plan, providing referral to appropriate resources, and assisting with obtaining permanent, affordable housing.
- Assess and recognize necessity of intervention for mental health and substance use that will enhance personal wellbeing and coping capacities for program participants.
- Conduct an assessment of each program participant's financial situation, providing referrals to appropriate resources, and review of efforts to accomplish financial stability.

Life Skills Program Coordination

- Design a well-rounded Life Skills program for residents.
- Schedule Life Skills facilitators and develop a monthly Evening Class Calendar for residents.
- Develop and facilitate evening Life Skills Classes, as appropriate including the PPC (positive Peer Culture weekly house meeting).
- Recruit and schedule volunteers for children's evening childcare and to facilitate Life Skills Classes on weekday evenings, in conjunction with First Step Program Manager and Warren Village Volunteer Services Coordinator.
- Support evening children's programming by maintaining a safe, nurturing and engaging environment for children participating in evening childcare.

- Serve as community supervisor to Regis University Service Learning and work study students, including site scheduling, direction of projects and student debriefing.
- Direct and support snack preparation for adults and children and clean up on nights with Life Skills Classes.
- Maintain appropriate paperwork and record of hours for all residents, facilitators, and volunteers in relation to evening classes.

Resident and Community Relations

- Promote proactive approaches to resident, organizational and community relations.
- Ensure the timely notification and correspondence with residents.
- Consistently support and facilitate resident participation in all aspects of program and housing requirements.
- Maintain the confidentiality and privacy of all clients with program participants and the external community.
- Responsible for addressing the security and safety concerns of the community, in collaboration with the First Step Program Manager.
- Attend, participate and represent Warren Village at identified internal and external meetings.
- Provide support to social work student interns' progress toward the achievement of objectives and competencies with student's day-to-day tasks.
- Build collateral contacts to increase number and quality of community and organizational resources.
- Support emergency responses by being on call after hours in handling any issues that may arise while office is closed. This includes, but not limited to, responding to resident emergency safety concerns and maintenance issues. Share the on-call shifts equally with Program Manager to include two weekends per month and weekday coverage as scheduled
- Promote the goals of the organization through tours, presentations and written articles.
- Other duties as assigned.

Minimum Qualifications:

Bachelor's degree in Social Work, Human Services or related field, or combination of education and experience (*Education substitute: 2 years of related experience for one year of education.*)

Two years of experience working with a chronically homeless population or human services, shelter care or residential programming required.

Salary & Benefits: Pay based on experience starting at \$42,000 to \$50,000.

To Apply: Interested candidates should submit the following items (as separate PDF attachments) to careers@warrenvillage.org, Subject line: Family Advocate – First Step

1. Resume

The above declarations are not intended to be an "all-inclusive" list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

We do not accept unsolicited resumes from recruiting agencies. Warren Village is proud to be an Equal Opportunity Employer. We are committed to equal employment opportunity regardless of race, color, religion, sex (including pregnancy or related medical conditions), national origin, veteran status, sexual orientation, gender identity, age, disability, marital status, or other protected category. If you have a disability or special need that requires accommodation, please contact us at careers@warrenvillage.org.