



Transforming Parents' Lives. Improving Children's Futures.

## **Family Advocate – Education Specialist**

### **Summary/objective:**

This position fulfills essential services in the main area of case management, as well as resources, referrals, interventions and services for post-secondary education opportunities.

The Family Advocate - Education Specialist will provide case management services for a caseload of 16 families and will assist with designated aspects of the College-to-Career Initiative as directed by the Workforce Development Manager, including, but not limited to: direct services, intake and assessment, referrals and collaboration efforts, and ongoing communication with community partners. This position requires strength-based assessment and planning with families in transition, utilization of community resources, and interventions with individuals that result in personal growth and self-sufficiency. This position initiates and sustains community partnerships with individuals and organizations that contribute to the mission of the organization. This position assists, plans and implements appropriate activities, services and events for program participants.

Additionally, the Family Advocate - Education Specialist will increase post-secondary opportunities and self-sufficiency for Warren Village clients by facilitating access to supports and services to greater enable success in school and the transition to employment. Emphasis includes developing strategies and utilizing resources that aid individuals to enroll and successfully complete college courses for certificate or degree programs. The Family Advocate must be familiar with the resources and requirements of workforce development and educational institutions as well as financial aid or other supports that enhance client participation. The Family Advocate will assist residents in Warren Village College-to-Career programming by developing tailored educational plans with clients and by facilitating connections to benefits, workforce services, education and training, and other support services as needed.

**Warren Village recognizes that our backgrounds are broad and our talents are many, from different lived experiences. We value and leverage our differences to encompass and reflect the communities we serve. We align our policies, practices and resources so that people of all races, cultures, identities and socioeconomic status may feel valued and respected.**

### **Essential Functions and Responsibilities:**

- **General Case Management Duties:**
  - Implement Warren Village mission through case management activities with 16 program participants
  - Conduct monthly case management meetings with each client.
  - Coach individual residents to set goals, develop plans, and accomplish desired outcomes.
  - Link people with systems that provide them with resources, services, and opportunities to work towards economic self-sufficiency.

- Develop plans with client including specific interventions that will enhance the developmental, problem-solving, and coping capacities.
  - Establish a culture of ability and high expectations for clients.
  - Demonstrate an ability to form a professional working relationship with clients in an empathetic, respectful and non-judgmental way.
  - Complete necessary reporting requirements including biopsychosocial intake assessments, case notes and progress reports.
  - Responsible for data collection and entry, daily communication through email and utilization of current technology, Warren Village databases, and Microsoft Office programs.
  - Strong communication required in both written and oral formats.
  - Represent Warren Village in the Denver community through participation in meetings and partnerships that contribute to meeting the goals of the Family Services Department.
  - Assist with referrals to the Education Opportunity Center.
  - Assist with referrals to the FEC financial coach.
  - Initiate and assist clients with SSI/SSDI applications and/or referrals to disability focused services (e.g. Division of Vocational Rehabilitation).
  - Assist clients with resolution of criminal background issues.
  - Build collateral contacts to increase number and quality of community and organizational resources.
  - Assist with applicant admission process including Family Services Orientation, assessment interviews and Empowerment classes.
- **Specific Duties for Family Advocate, Education Specialist**
    - Work directly and collaboratively with residents seeking postsecondary education opportunities.
    - Support students to maintain postsecondary enrollment and completion with emotional support, referrals, supplies, tutoring and/or transportation assistance.
    - Work collaboratively with other Family Services team members to promote and educate clientele on Middle Skills jobs and career pathways.
    - Assist to further develop, plan and implement Warren Village College-to-Career Initiative and career development services.
    - Serve as point of contact with instructors for onsite classes with the Community College of Denver (CCD).
    - Responsible for student data collection, recruitment, enrollment and monitoring attendance, participation and success of onsite CCD students.
    - Provide assistance for residents requiring internships for school completion/graduation
    - Administer Warren Village academic scholarship opportunities, applications and award distribution and reporting for local and national scholarship programs including, but not limited to, Delta Sigma Theta and WISP.
    - Work collaboratively with Program and Evaluation Specialist to provide input on life-skills courses and curricula for program participants. Curricula should reflect strategic alignment with Warren Village goals for Family Services and soft-skills development.
    - Promote the goals of the organization through tours, presentations and written articles, as needed.

**Competencies:**

- Ability to form a professional working relationship with clients in an empathetic, respectful and non-judgmental way.
- Must be committed to Warren Village's mission and culture
- Detail oriented and organized and able to work independently, with accuracy under limited supervision.

- Strong integrity, discretion and ability to maintain confidentiality.
- Demonstrated presentation skills with ability to speak and communicate effectively.
- Strong communication skills, both oral and written.
- Ability to relate to and work with diverse groups.
- Ability to work independently and self-motivate.
- Work environment encourages individual creativity, collaboration, teamwork and professional accountability.
- Technology systems aptitude. Demonstrated proficiency of Microsoft Office products.
- Demonstrated analytical and problem-solving capabilities, particularly in stressful environments.
- Ability to work occasional night and weekend hours within the work week.

**Minimum Qualifications:**

Bachelor's degree (BA) from four-year college or university, in Social Work, Human Services or Education. (*Education substitute: 2 years of related experience for one year of education.*)

**Preferred education and/or experience:**

- Master's in Social Work
- Experience working with higher education systems.
- Experience providing mental health services preferred.
- Bilingual (Spanish, French, Arabic or Swahili) and/or experience with culturally diverse people a plus.
- If driving is required, employee must have a valid driver's license and the ability to drive Warren Village vehicles.

**Work Environment:**

The working environment is typically that of an office using a personal computer, adding machine, and other equipment.

**Physical Demands:**

Occasionally lifts and/or moves up to 25 lbs. Primarily a stationary position. The person in this position needs to occasionally move about inside the office/facility to access file cabinets, storage spaces, access units and building spaces by utilizing stairs, office machinery, etc. Constantly operates a computer and other productivity machinery, such as a calculator, copy machine and computer printer. Must be able to exchange accurate information in these situations.

**Salary & Benefits:** \$54,136 - \$68,136/annually DOE.

Attractive benefits package, including generous paid time off (sick/vacation days) and 12 holidays. One-week closure in both winter and summer (paid outside of PTO). Matching employer 403(b) plan. Comprehensive and affordable medical, dental and vision plans for employee and dependents. Virtual telemedicine program. Voluntary supplemental Short-Term Disability and other similar benefits. Plus, company paid life and long-term disability insurance paid and Employee Assistance Program. FSA and HSA accounts. Comprehensive paid leave plans. Professional development and tuition reimbursement opportunities. Discounted Early Learning services available.

**To Apply:** Interested candidates should submit the following items (as separate PDF attachments) to [careers@warrenvillage.org](mailto:careers@warrenvillage.org). Subject line: **Family Advocate – Education Specialist**

1. Resume
2. Cover letter\*

\* When determining if a candidate is a good fit, we look at more than the jobs you have been paid to do but the ranges of ways you have picked up skills and knowledge through your life. If you feel you have lived experiences that may contribute to your experience for the position, please document in cover letter.

***Only applicants selected for an interview will be contacted.***

*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 another protected category. If you have a disability or special need that requires accommodation, please contact us at [careers@warrenvillage.org](mailto:careers@warrenvillage.org).*