



Transforming Parents' Lives. Improving Children's Futures.

## **Family Advocate – Education & Workforce**

### **Summary/objective:**

The primary role of the Family Advocate is to provide essential resident coaching services for families residing in one of Warren Village's campuses. Coaching services include conducting biopsychosocial assessments, goal planning, resource and referral, problem solving, de-escalation and medication. A Family Advocate may specialize in a specific area such as Education & Workforce, Family Wellness or specialize in a specific population such as teen mothers.

**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:**

- Implements Warren Village mission through coaching activities with program participants at one of Warren Village's campuses; monitors and documents progress on individualized plans.
- Utilizing a Mobility Mentoring approach, conducts detailed Bridge to Self-Sufficiency assessments to identify each family's strengths, needs and establish individual mobility goals related to upward economic mobility, including housing, budgeting, career and education, childcare, health care and more.
- Maintains a strong sense of emotional intelligence, reliability and flexibility to navigate complex issues at any given time without judgement.
- Communicates effectively to a wide array of audiences from participants to external stakeholders.
- Completes timely and accurate service documentation; maintains data management records and assists with program reporting tracking elements.
- Assists participants through problem solving, direct support, intervention, de-escalation and mediation as necessary.
- Utilizes a trauma-sensitive, coaching and 2Gen orientation in work with participants.
- Exhibits resourcefulness and ensures proper referrals are made in collaboration with internal and external resources.
- Assist with applicant admission process, including, but not limited to conducting two to three assessment interviews per week and participating in assessment review meetings.
- Complete necessary reporting requirements including biopsychosocial intake assessments, case notes and progress reports.
- Assist with intern supervision.

Other duties as assigned.

### **Competencies:**

- Must be committed to Warren Village's mission and culture.
- Basic understanding of coaching, motivational interviewing, mentoring practices and trauma-informed practices.
- Basic knowledge of case management principles and community resources

- Cultural competency and ability to establish effective professional relationships with diverse groups of clients.
- Strong mediation, crisis intervention, negotiation, verbal and written communication skills.
- Ability to handle a variety of assignments and flexibility to work some evenings, if necessary.
- Ability to form a professional working relationship with clients in an empathetic, respectful and non-judgmental way.
- 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.
- Technology systems aptitude. Demonstrate proficiency in Microsoft Office products.
- Demonstrated analytical and problem-solving capabilities, particularly in stressful environments.

**Minimum Qualifications:**

- Associate’s degree (AA) from two-year college or technical school, in Social Work, Human Services or Education or 4+ years of work experience in one or more of these fields.
- Minimum of one year of paid employment experience in case management, direct homeless services or working with low-income families.
- Paid experience working in a nonprofit agency.

**Preferred education and/or experience:**

- Bachelor’s (BA) degree or Master’s (MA) degree in Social Work, Human Services, Education, or related field. Or 8+ years of work experience in one or more of these fields.
- Bilingual in English and Spanish, French, Arabic or Swahili; oral and written communication skills, 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, telephone, 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:** \$53,150 - \$67,000 DOE and licensure: **Typical hiring range of: \$53,150 – 63,100**

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. Professional development and tuition reimbursement opportunities. Discounted Early Learning Childcare services available.

**To Apply:** Interested candidates should submit resume and cover letter (as separate PDF attachments) to [careers@warrenvillage.org](mailto:careers@warrenvillage.org). Subject line: **Family Advocate – Education & Workforce\***. This position will be posted until the latter of February 20, 2024 or until a qualified candidate is hired.

\*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.***

*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 or other diverse 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).*