

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Family Support Advocate

Reports to: Supportive Services Manager

Education Requirement: Bachelor's Degree, or equivalent work experience

Experience Required: Minimum of 3 years in program services

Position is: Non-Exempt, Full-Time (40 hours per week), Contract – to end 6/30/2026 with 2-year renewal potential

Pay Range: \$27-30 per hour, depending on experience

Job Summary:

The Family Support Advocate (FS), under the Supportive Services Manager, offers case management and advocacy for referred families. Key duties include assessing needs, creating family goal plans, guiding access to community resources, and coaching families in parenting and life skills to ensure child safety and stability. The FS conducts intake assessments, presents cases at weekly meetings, and meets clients at various locations as necessary.

Essential Job Duties (50% of time spent)

- Assist families in crisis situations such as immediate need for shelter, childcare, health care, etc., by providing coordinated referral and case management services.
- Conduct a comprehensive intake and assessment to link families with necessary resources and services to address identified needs.
- Provide strengths-based support and advocacy to assist families in meeting family goal plans.
- Collaborate with the Information and Referral staff and Case Management Team to provide linkages and referrals to clients.
- Provide support to clients in their interactions with relevant program resources as required.
- Complete appropriate data collection forms and submit and enter into the data system platform on a timely basis.
- Outreach to clients to ensure meeting contract goals.
- Assist in planning and execution of FRC events and special projects.
- Attend and participate in all center events and activities.
- Attend community meetings and/or agency/collaboration meetings as assigned.

Administrative Support (50% of time spent)

- Maintain confidentiality in matters of clients, personnel, and FRC Operations.
- Ensure that data collection forms are readily available to all FRC staff as needed.
- Maintain written and computerized records, compile reports, and complete other program documentation in accordance with data quality and compliance requirements.
- Maintain appropriate confidentiality of client's information and records.
- Participate actively in regular supervision, team meetings, and other all-staff meetings.
- Provide ongoing input, information, and materials (as requested) that support internal and external communication efforts about programming and opportunities.
- Attend professional training courses and conferences as needed.

Additional Qualifications:

- Highly organized with the ability to manage multiple tasks with careful attention to detail and accuracy.
- Seeking an individual that is proficient in computer literacy.
- Maintain valid California Driver's License and Proof of Automobile Insurance.
- Pass background check as required by law.
- Bilingual English & Spanish preferred.

Benefits:

Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please submit resume to Marissa Hall, Director of Operations, at mhall@families-forward.org. No phone calls please.