



Job Title: Family Advocate - Intensive Case Manager
Division - Department: Children and Family Services
Job Classification: Union, Local 215 - FT – 35 hours/week
Supervisor: Director, Mental Health & Disability Services

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APPLY VIA THE FOLLOWING LINK:

https://workforcenow.adp.com/jobs/apply/posting.html?client=theeducat&jobId=79205&lang=en_US&source=CC3

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Educational Alliance, a New York institution since 1889, is a vibrant, dynamic organization serving New Yorkers from all walks of life. We serve everyone regardless of the language they speak, where they come from, or their socioeconomic status. We believe that everyone should have a chance to live a better life and that arts and culture, education, health and wellness, and social services can help lay that foundation.

Ed Alliance “Perks”

- ✓ Competitive Salary
- ✓ Comprehensive Health Insurance
- ✓ 403(b) Retirement Plan
- ✓ Generous Vacation Package
- ✓ Paid Holidays, Floating Holidays and Personal Days
- ✓ Free Gym Membership to our Manny Cantor Center Gym
- ✓ Discounts to programs at Educational Alliance

JOB PURPOSE

The Family Advocate - Intensive Case Manager will provide targeted case management services to enrolled families. The Family Advocate - Intensive Case Manager will develop partnership agreement plans with families to provide support setting and achieving goals toward mobility and self-sufficiency.

SCOPE OF INFLUENCE

- Targeted case management to enrolled families who are dealing with high level crises and urgent needs of support
- Develop Family Partnership Agreements (FPA) with families and support families in attaining their goals through active enrollment in parent education programming and family support events and activities
- In collaboration with Mental Health & Disability Team to develop crisis management plan for families as needed

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Planning, Preparation and Delivery of Services

- Provide targeted case management and family support to assigned families
- Create Family Partnership Agreement (FPA) plans with families and set goals using SMART system; monitor families progress
- Review and reassess FPA and mobility no less than quarterly and as needed throughout program year
- Update family progress and outcomes via database and case notes



- Actively recruit, enroll and support family's attendance for Parent Education, College Access and Success Program, Family Engagement and Parent Policy Council
- Support families at various external meetings and appointments as needed (i.e. Housing, CPSE, etc.)
- Track and maintain attendance for assigned families accordingly
- Create additional intervention plans as necessary for families with attendance challenges including but not limited to lateness, pick up/drop off, etc.
- Assess family needs and make appropriate referrals internally and externally
- Follow up and track outcomes of all referrals
- Work collaboratively with all internal teams of all EA programs as needed for family support
- Provide support to program components including but not limited to Family Literacy, National Centers for Families Learning, CASP
- Facilitate and support parents in completing program surveys, program feedback, etc.
- Actively participate in all outreach and recruitment efforts for program visibility

Work Environment

- Participate in Outreach & Recruitment Efforts
- Work collaboratively with all teams to ensure family engagement and parent participation is efficient
- Maintain and keep up to date Social Services materials for distribution including but not limited to parent handbooks, flyers, outreach & recruitment, applications, intake packets
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Interactions with Staff, Children and Families

- Build respectful and reciprocal relationships with families and educate them about program services and supports
- Build respectful reciprocal relationships with program partners to maintain program efficiency and delivery of services
- Maintain family case files on the PROMIS database and track family activity and progress and outcomes accordingly
- Maintain and adhere to confidentiality practices to support family's privacy and well-being
- Maintain all responsibilities of Mandated Reporting
- Refrain from inappropriate fraternizing with families

Professional Responsibilities

- Maintain awareness of the philosophy and goals of the program in order to promote efficiency of program enrollment, family engagement and participation and program visibility
- Develop and maintain an understanding of Head Start Program Performance Standards
- Develop and maintain an understanding and full use of database system
- Attend team meetings and program events as assigned and demonstrate willingness to incorporate new ideas and strategies to meet program standards and goals in line with best practices
- Attend professional development opportunities both internal and external and deliver updated information to peers and colleagues as assigned



- Showing professionalism including integrity, ethical conduct and decision making
- Observe strict confidentiality practices
- Maintain compliance paperwork, and submit documents by deadlines assigned

JOB REQUIREMENTS

Required Knowledge

- Bachelor Degree or certification in Social Work, Human Services, Family Services, Counseling or related field
- Bilingual (preferred) English/Chinese(Mandarin or Cantonese) or English/Spanish
- Three to 5 years of case management and demonstrated knowledge of working with families of diverse socio-economic backgrounds
- Demonstrated knowledge of assessing and providing community resources to co-workers and families
- Knowledge and use of MS Office Suite and advanced computer literacy
- Knowledge of data entry and ability to learn and adapt to various computer systems
- Effective Outreach and Recruitment strategies
- Strong document management and maintenance skills
- Ability to read, write and communicate in English
- Strong oral and written communication with parents, children and co-workers
- Excellent interpersonal skills and ability to communicate effectively, both orally and in writing.
- Actively participate in community and program events including evening, weekend hours
- Must be able to meet physical requirements of working with young children, including walking up and down stairs, sitting on the floor and lifting a child.

Role Key Competencies

Team Player

Building a Successful Team

Conflict Management and Resolution

Analytical

Proactive

Planning and Organizing

Initiative

Learning Orientation

Communication

Safety Awareness

Managing Performance

Adaptability

EEO Info

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, or protected veteran status. Educational Alliance takes affirmative action in support of its policy to employ and advance in employment individuals who are minorities, women, protected veterans, and individuals with disabilities.