



Ivy House

Sharing God's love with families by providing a safe and caring place for kids to stay

**JOB TITLE:** Lead Family Advocate  
**REPORTS TO:** Executive Director and Program Manager  
**HOURS:** Up to 20 hrs/week (including some evenings, weekends, and holidays)

### POSITION SUMMARY

The Family Advocate is part of a team that is responsible for answering the 24-hour crisis line and meeting with families during the intake and discharge process when they are accessing short term, overnight, residential childcare for their children. The purpose of this position is to provide crisis intervention, support, and referrals to families who are facing a stressful situation. The Family Advocate regularly incorporates the Ivy House mission and values within their position.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Advocacy with Families:

- Oversee and train 24/7 hotline.
- Answers the hotline regularly as part of the on-call team.
- Manages the daily and weekly schedule of childcare staff and volunteers.
- Complete comprehensive family assessment or reassessment to determine if the family meets the criteria for placement.
- Determine family needs and assist family in meeting those needs.
- Provide assistance to families with faith needs as desired.
- Engage, support, and connect families with local faith organizations as desired.
- Provide timely follow-up with families after staying at Ivy House
- Assist childcare staff or volunteers when needed to provide appropriate care for children.

Documentation:

- Coordinate, complete and review paperwork for the intake and discharge process with families.
- Ensure all paperwork meets DHS licensing standards.

General Expectations:

- Reports to and takes direction from the Executive Director.
- Lead and attend staff/team meetings.
- Welcome, engage with, and assist new volunteers while striving to maintain high morale with volunteers donating their time to the Ivy House.
- Perform other duties as assigned.
- Assist with housekeeping and laundry duties if necessary.

### EDUCATION/EXPERIENCE

- Two or more years' experience working with families.
- Associate degree in social service or related field required, Bachelor's degree preferred.
- Experience with crisis intervention.

### **SKILLS/KNOWLEDGE/ABILITIES**

- Knowledge in family systems and child development.
- Cultural competency.
- Ability to effectively communicate verbally and in writing.
- Ability to exercise assertiveness.
- Strong interpersonal skills.
- Ability to maintain high levels of confidentiality.
- Ability to work as part of a team and provide team leadership.
- Able to work without direct supervision.
- Basic computer skills.
- Ability to manage crisis situations effectively and problem solve.

### **PHYSICAL DEMANDS**

- Required to frequently sit, stand, bend, stoop, and walk, sometimes for extended periods of time.
- Required to lift/move objects weighing in excess of 40 pounds.
- Must have visual, hearing, and learning capabilities sufficient to perform the essential functions defined above.

### **ENVIRONMENT AND SCHEDULING**

- Comfortable serving families within the faith-based environment.
- Must have reliable transportation available on a 24-hour basis.
- Must be flexible in training and scheduling work shifts.
- Duties involve contact with parents/guardians and family members who may be experiencing a crisis.

### **TRAINING**

- Annual Ivy House Trainings as required by DHS.
- Obtain and maintain First Aid and CPR certification.
- Plus, additional trainings approved by the Executive Director annually.

Must have satisfactory completion of DHS background check.

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Employee signature

Date

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Executive Director signature

Date