



Renewed Horizon Job Description

Name:

Title: Support Services Advocate

Department: Support Services

Supervisor: Director of Support Services

Position Description

The Support Services Advocate is responsible for support of biological families through family support services, including but not limited to Parenting Time, Supervised Visitations and Family Support Services. Responsible for support of teens and community members as services are identified. Responsible for ensuring proper completion, submission, and maintenance of client forms for files. Responsible for implementing new processes for services across all Support Services.

Role and Responsibilities

- Serve as a Support Services Advocate
- Other duties as assigned

Job Duties

1) Serve as a Support Services Advocate

- Will supervise in-home services homes
 - Will conduct supervised visitations with bio-parent(s)
 - Will provide one on one family support services with bio-parent(s)
- Will participate in monthly team meetings
- Will facilitate implementing evidence-based training/methods in biological homes
- Will work closely with the Support Services Director to provide updates
- Will maintain proper documentation and provide documentation to the Director
- Will maintain proper travel time and distance logs for submission to the Director
- Will complete all required documentation for files.
 - Daily session reports
 - Monthly reports
 - Cancellation forms
 - Others as identified/needed
- Will provide Community Response Advocate work as assigned
- Will provide Independent Living Skills services to youth 16-18 years as assigned

- Will provide support services for new programs upon implementation

2) Other duties as assigned

- Provide coverage if needed
 - Family Support Cases
- Serve as a Community Response Advocate
- Obtain 15 hours of ongoing training per year

Educational Requirements, Qualifications, and Preferred Skills

The Support Services Advocate must have the following:

- Bachelor's degree in Human Services, Education, or a closely related field: or;
- High School Diploma or GED and at least five (5) years of job related or lived experience to be the equivalent of a Bachelor's Degree.
- Must pass a local and DMV background check.
- Must have a valid driver's license.
- Strong client service skills, computer skills and a strong work ethic
- Flexible work hours; being able to work mornings, evenings and weekends

The Support Services Advocate must have the following:

- Excellent organizational and planning skills
- Exceptional attention to detail
- Excellent written and verbal communication skills
- Ability to prioritize multiple projects and work under pressure
- Demonstrate problem-solving and communication skills
- Professional presentation, appearance and work ethic
- Proficient in Excel, Outlook and Word
- Ability to learn and navigate State portals
- Ability to work independently as well as with a team

Pay Agreement

I _____ have accepted the position of Support Services Advocate on _____ at an hourly rate of _____. This rate will be evaluated yearly as part of the employee review process.

Responsibility to Agency

The Support Services Advocate will maintain a high level of confidentiality both internal and external. Will show a high level of professionalism with external entities as well as internal staff. It will be the responsibility of the Support Services Advocate to help maintain a positive direction for the agency and the supported programs in relation to current and new programs.

This contract will be reviewed and renewed on an annual basis after initiation: _____

Notice of Resignation: 15 day notice

Please review and returned signed within 15 business days

Employee: _____

Date: _____

Supervisor: _____

Date: _____