



Program: Pre-K Counts
Title: Family Child Advocate
Department: Education

OVERALL PURPOSE:

This position is responsible to assist a caseload of approximately 90 families in reaching their goals by helping them develop goals, obtain resources needed to reach the goals and providing advocacy when necessary. In addition, this position is responsible for recruitment, enrollment and classroom support for 5 classrooms.

CORE ORGANIZATIONAL SUCCESS FACTORS:

1. COMMUNICATION

PERFORMANCE MEASURES:

- Openly communicates necessary information with accuracy in a timely manner. Check e-mail and voicemail daily and use basic word processing and company management systems. (i.e. Child Plus)
- Refrains from divulging confidential information regarding students, families or employees.
- Prepares legible documentation.
- Effectively listens and completely reviews documentation before commenting.
- Communicates all information, opinions, and ideas in a positive manner including on social media.

2. CUSTOMER SERVICE

PERFORMANCE MEASURES:

- Is aware of the potential impact of own attitude and behaviors and makes appropriate adjustments to assure that communication and services are purposeful and appropriate.
- Demonstrates knowledge of how different parts of the organization fit together when providing service to clients.
- Recognizes the successes of staff and clients.
- Responds to internal and external customer service inquiries in a timely manner.

3. PROFESSIONALISM

PERFORMANCE MEASURES:

- Demonstrates respect, honesty, integrity, and fairness to all.
- Gains knowledge to ensure competency which leads to professionalism.
- Demonstrates a willingness to use knowledge gained and to distribute it to others.
- Follows work procedures, policies, and Head Start Program Performance Standards.
- Represents agency in a professional manner when attending any agency program or event.

4. RESPONSIBILITY/ACCOUNTABILITY

PERFORMANCE MEASURES:

- Makes rational decisions and is answerable for those decisions.
- Attends work, meetings, and appointments regularly and on-time.
- Completes follow-up/follow-through with assignments and decisions.
- Maintains responsibility and accountability for program resources such as time, money, equipment, etc.
- Follows all policies and procedures in Employee Handbook.
- Follows Recognizing Child Abuse and Mandated Reporter procedures.
- Upholds a culture of safety and ensures the wellbeing of all children by adhering to the Standards of Conduct and immediately reporting suspected violations of the Standards of Conduct.

5. TEAMWORK

PERFORMANCE MEASURES:

- Strives to be “solution-focused” rather than “problem-focused” and presents recommendations that best meet the needs of clients, the organization, and community.

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- Maintains constructive team relationships, coordinates effective goals, and identifies/plans ways to effectively work together with other team members.
- Demonstrates flexibility and adaptability to change

ESSENTIAL FUNCTIONS: (other duties may be assigned)

1. Manage assigned cases.

PERFORMANCE MEASURES:

- Conduct home visits for each assigned child as directed.
- Develop a case file for each assigned child and complete notes within 48 hours of any child/family contact.
- Follow proper procedures with families in regards to program enrollment and attendance policies.
- Complete required and necessary paperwork.
- Assist with completing necessary paperwork such as family surveys.

2. Offer families the opportunity to set and achieve goals based on their needs.

PERFORMANCE MEASURES:

- Follow up with teaching team and families concerning goals that have been set within the established timeframes.
- Provide families with information and referrals for other agencies/services as appropriate and follow-up within 10 days to ensure families pursue the service.
- Provide Program Manager files, assessments, etc., to review as required for supervision and reporting.
- Attend all IEP/IFSP scheduled meetings.
- Complete assessments and parent-teacher conferencing as required for specific children.

3. Communicate regularly with parents.

PERFORMANCE MEASURES:

- Maintain regular verbal and written communication with parents to ensure information is shared.
- Work in conjunction with Teaching Staff to develop a bi-monthly newsletter for parents.
- Provide parent educational materials and document.
- Provide parent training opportunities regarding public, social, community and health services and document.
- Maintain copies of parent involvement events such as sign-in sheets, memos, flyers, RSVP's, etc.
- Conduct the "Getting to Know You" meeting within 60 days of child's enrollment.
- Work with staff and family to provide age appropriate activities for transition.

4. Assist parents in achieving health requirements.

PERFORMANCE MEASURES:

- Obtain a child health appraisal and immunization report within 60 days of enrollment.
- Develop health plans as required.
- Complete health follow-up documentation at regular intervals.
- Coordinate child screenings as assigned by the Program Director, obtain parent permission to conduct screenings and provide results to families.
- Follow-up with health referrals within 10 days.

5. Recruit new families.

PERFORMANCE MEASURES:

- Ensure that application packets are accurately completed for each family recruited within two weeks.
- Complete and submit a monthly recruitment report to the Program Director.
- Check recruitment line as assigned and document all information received onto calling cards.
- Support recruitment process by participating in recruitment activities as outlined in the recruitment plan.

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6. Establish community partnerships.

PERFORMANCE MEASURES:

- Assist in updating the Community Resource Book by reviewing annually.
- Represent the Pre-K Counts Program through involvement in committees and/or other relevant activities.
- Support the Parent Advisory Committee as required.

Provide back-up support to all program areas.

PERFORMANCE MEASURES:

- Demonstrates working knowledge of PA Early Learning Standards, Creative Curriculum, Keystone STARS, Work Sampling System, Kid Writing, Second Step, Everyday Mathematics, Heggerty and Color Me Healthy.
- Enforce and uphold work procedures, policies, state regulations and state program directives including but not limited to ensuring that children are released to proper adults; proper staff to child ratio is maintained at all times and play yard rules.
- Actively promote a high degree of morale and spirit of motivation.
- Work one-on-one with children who have behavioral health issues as needed.
- Serve as a substitute in the classroom as required.
- Complete all attendance and Child Outcomes/data reports completed as directed by OCDEL timeline.

7. Seek out and participate in opportunities to enhance personal and professional growth.

PERFORMANCE MEASURES:

- Update and maintain Professional Development Record (PDR) and obtain required hours of professional development.
- Demonstrate knowledge of Developmentally Appropriate/Best Practices.
- Maintain confidentiality and compliance with HIPAA and CABC requirements.
- Participate in at least 2 Professional Development Activities.

8. Attend meetings and trainings.

PERFORMANCE MEASURES:

- Attend meetings as required.
- Attend all assigned trainings.

OTHER DUTIES OF JOB:

1. Report suspected child abuse to the Pre-K Counts Program Director.
2. Perform other related duties as required.

SUPERVISION RECEIVED:

Supervision is *typically* received from the Pre-K Counts Program Director.

SUPERVISION ADMINISTERED:

This position *typically* does not require the supervision of staff.

MENTAL DEMANDS TYPICAL OF THIS POSITION:

- Ability to adapt to a constantly changing work environment
- Ability to manage multiple projects/tasks
- Ability to travel
- Ability to work under high pressure for results

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- Establish own goals
- Maintain a high level of decision-making
- Maintain a high level of record keeping/routine paperwork
- Meet frequent deadlines
- Provide close attention to detail
- Utilize creativity
- Work closely with others

PHYSICAL DEMANDS TYPICAL OF THIS POSITION:

Constantly Incurred (More than 75% of time on job)

Ability to walk, Ability to lift up to 25 lbs., Ability to carry up to 25 lbs., Repetitive finger movement, Ability to use both hands, Ability to use both legs, Ability to communicate orally, Ability to hear conversation, Ability to climb stairs, Ability to operate truck/motor vehicle.

Frequently Incurred (Between 25% - 75% of time on job)

Ability to sit, Reaching at high or low level.

Occasionally Incurred (Less than 25% of time on job)

Ability to stand, Ability to lift up to 65 lbs., Ability to kneel, Ability to stoop, Repetitive twisting or pressure involving wrists or hands, Ability to repeatedly bend, Use of depth perception.

WORKING CONDITIONS TYPICAL OF THIS POSITION:

Frequently Incurred (Between 25% - 75% of time on job)

Work alone.

Occasionally Incurred (Less than 25% of time on job)

Work outside and inside, Work in dry atmospheric conditions, Exposure to silica – asbestos, Exposure to cleaning supply chemicals, Exposure to blood and bodily fluids.

PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:

Occasionally Incurred (Less than 25% of time on job)

Use of latex or vinyl gloves.

QUALIFICATIONS:

EDUCATION

- Associate Degree in human service or related field required
- Bachelor Degree in human services or related field preferred

EXPERIENCE/TRAINING

- Two years experience working in family case management.

LICENSE/CERTIFICATION

- Valid Driver's License and valid automobile insurance with access to a car
- Act 34, 83, and 151 Clearances
- Valid First Aid/CPR Certification
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KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:

PROBLEM SOLVING SKILLS

- Investigates and provides root cause analysis of problems, suggests alternatives, evaluates outcomes, and makes formal recommendations for solutions.

COMMUNICATION SKILLS

- Consistently uses good listening skills to remain informed and acts upon or acknowledges receipt of information.

MATH SKILLS

- Performs basic mathematical functions, percentages, ratios, etc.

COMPUTER KNOWLEDGE

- Word Processing Software
- Internet/E-Mail
- Desktop Publishing
- Presentation/Multi-Media Software

OTHER CHARACTERISTICS

- Documentation and observation skills.
- Strong organizational skills.
- Ability to follow established safety standards and confidentiality policy.
- Ability to use various office equipment, i.e., copier, fax, printer, etc.
- Ability to enforce and uphold work procedures, policies, state regulations and state program directives.
- Actively promote a high degree of morale and spirit of motivation.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

I understand that management retains the right to change this job description at any time. I also understand that management may ask me at certain times to perform other duties or assign me other responsibilities other than the ones written above.

Signature of Employee

Date

Signature of Supervisor/HR Representative

Date

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