

Sacramento County Office of Education Job Description

Classification Title: Family Advocate

DEFINITION

Under general direction of an assigned supervisor, provides support and resource information to eligible families of children 0-5 and early care and education providers; serves as liaison among school districts, community agencies, providers, and families; performs related duties as assigned.

DIRECTLY RESPONSIBLE TO

Appropriate Administrator

SUPERVISION OVER

None

DUTIES AND RESPONSIBILITIES

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Works collaboratively with school districts and community agencies to support the needs of families and children; provides resource materials and support when needed; provides outreach, conducts research, and shares current, relevant resources and materials at trainings and community events with partnering agencies and families; communicates with families, teachers, and others to: assess family needs, facilitate referrals for potential delays in developmental milestones and other comprehensive services, exchange information, and resolve issues and/or concerns; schedules, transports necessary materials, and conducts visits with assigned families in homes, shelters, or other community locations, in coordination with staff and outside agencies; schedules visits to early care providers; maintains contact with service providers regarding family progress; supports families in meeting social services needs, including but not limited to: providing information related to developmental milestones, housing, health insurance, public assistance, hunger, and other community resources and services; assists families with transition to school activities including providing kindergarten registration information; conducts vision, hearing and/or developmental screenings for children; assists families and community partners with accessing or using current developmental screening tools; prepares and maintains records and reports related to children and families; participates in and encourages parent involvement in school programs, activities supporting community awareness, parent trainings, and events; makes presentations at workshops and parent trainings; maintains confidentiality of information related to children, families, and providers involved in the program; attends and participates in meetings, trainings, and conferences as assigned.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

Any combination of education, training, and experience necessary to perform the duties as described; a typical qualifying background would include an associate or bachelor's degree in human services, human development, child development, or a related field; experience working with families in a home or school setting, or social service agency.

Knowledge of

Available community resources and services; social services concepts and principles; trauma-informed strategies and techniques; terminology of special education, child development, developmental milestones, and early childhood education; proper telephone etiquette and techniques; standard record-keeping systems; applicable state and federal codes, laws, and regulations; standard clerical procedures and filing systems; standard software applications; video conferencing platforms.

Skill and Ability to

Interact and communicate effectively with children and adults from different cultural and socioeconomic backgrounds; work independently with minimal supervision; communicate effectively in oral and written

form; operate a computer and use standard software applications to enter and retrieve data and create reports; react with flexibility and sensitivity to changing situations, settings, and needs; organize and prioritize work; effectively carry out written and oral instructions; establish and maintain cooperative and effective working relationships with those contacted in the course of work assignments; interact with children in the home environment.

Other Characteristics

Possession of valid California driver's license and willingness to travel locally using own transportation to conduct work assignments.

Revisions approved by Personnel Commission 10/12/21
Revisions approved by Personnel Commission 3/14/17
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