

TURNING POINT OF LEHIGH VALLEY, INC.
JOB DESCRIPTION

Title: Family Advocate	Hours: 40
Pay Grade: 1	FLSA Classification: Non-Exempt
Supervisor: Children's Advocacy Director	Position Type: Full time, Non-essential

POSITION SUMMARY:

The Family Advocate position plays a critical role in supporting entire family units receiving services from Turning Point of Lehigh Valley as they navigate the impact of domestic and intimate partner violence. This position is rooted in trauma-responsive care and empowerment-based advocacy, emphasizing family-centered wellness and support. At least 50% of work time will be spent conducting direct service with families and case management activities. This position requires a flexible schedule to meet family needs.

LEVEL 1

CRITERIA:

All employees beginning employment with the agency or moving into the Family Advocate role from within the agency will begin at Level 1.

TASKS:

- Completes 45 hours of New Advocate Training within one (1) month of the date of hire.
- Completes an additional ten (10) hours of training on domestic and intimate partner abuse issues annually
- Coordinates and provides trauma informed direct services to families experiencing domestic and intimate partner abuse, including individual and group empowerment counseling, support, crisis intervention, advocacy and resources.
 - Communicates clearly, professionally and in no more than two business days with all clients regarding appointments and requests for follow-up contact.
 - In consultation with Director and team members, develops and updates, using agency calendar procedures, personal work schedule to ensure availability for clients.
- Provides monthly reports and ensure compliance with agency and funding requirements.
- Ensures school-aged children are enrolled and connected to a Homeless Liaison within three (3) days of notice.
- Attends and participates in team meetings, supervision, and all staff meetings.
- Documents case notes & other service records daily but no more than 24 hours after service. Advocates for individuals with outside agencies and systems, as appropriate, with informed consent.
- Models and actively promotes positive, nurturing interactions between adults and children.
- In consultation with the Director, creates, facilitates, and coordinates a minimum of four (4) monthly psychoeducational workshops and family-focused events.

TURNING POINT OF LEHIGH VALLEY, INC.

JOB DESCRIPTION

- Completes intakes during initial sessions, including assessment of family needs and development of goal plans with caregivers and children. Coordinates and documents supportive services such as IEPs, transportation, and other educational needs, and regularly reviews progress during follow-up sessions.
- Regularly interacts with Child Protective Services to fulfill Mandated Reporting requirements.
- Regularly interacts with Homeless Liaisons at each school district and other family-serving community partners to strengthen support systems and ensure resource access.
- Demonstrates a working knowledge of:
 - Domestic abuse and intimate partner issues, the empowerment philosophy, and trauma-informed practices.
 - And adherence to all agency policies, procedures, and Code of Professional Responsibility.
- Serves as part of the staff team in direct program service provision including, but not limited to, Helpline and office/telephone coverage.
- In consultation with the Director, spends one week annually working in another Level 1 position in the agency to broaden employee's knowledge and understanding of core services.
- Attends Turning Point's annual vigil in support of community domestic abuse survivors.
- Assists with other duties in furtherance of the mission of Turning Point, as may be needed and required, within the agency. Miscellaneous duties required in this position should not be underestimated. These duties are critical to the overall operation of the organization and reflect the team's effort necessary to provide quality programs in a crisis setting.

LEVEL 2

CRITERIA:

A Family Advocate 2 will be proficient in and consistently complete all Level 1 tasks for at least twelve (12) months and:

- Demonstrate initiative during at least the prior three (3) months to proficiently assume and complete Level 2 responsibilities; and
- Continues to demonstrate consistent proficiency in all Level 1 tasks; and
- Has not had any corrective notice provided within 3 months of their anniversary date.

TASKS:

- Coordinates with representatives in other community systems at off-site locations.
- Conducts sessions as part of the New Advocate training.
- Serves as a resource to co-workers and volunteers in problem-solving.

TURNING POINT OF LEHIGH VALLEY, INC.
JOB DESCRIPTION

- Plans and leads four (4) monthly psycho-educational and recreational family workshops.
- Provides reports and training to co-workers as part of agency staff meetings or other scheduled forums.
- Researches, prepares and edits information for grant narratives in order to secure and maintain funding.
- Identifies forms, materials or other issues that may be incorrect or obsolete and proactively participate in resolving the issue.
- Participates in agency work groups or committees (ie: Safety Committee, Vigil Planning Committee, data management work group, etc).

LEVEL 3

CRITERIA:

A Family Advocate 3 will be proficient in and consistently complete all Level 1 & 2 tasks for at least two (2) years and:

- Demonstrate initiative during at least the prior six (6) months to proficiently assume and complete
- Continue to demonstrate consistent proficiency in all Level 1 & 2 tasks; and
- Has not had any corrective notice provided within 3 months of their anniversary date.

TASKS:

- Researches and develop psycho-educational materials to aid in recreational family workshop
- Identifies needs and coordinates agreements with representatives in other community systems to secure safe and confidential off-site counseling locations.
- Edits, coordinates and conducts training sessions as requested for the New Advocate and community training sessions.
- Identifies best practices and assists in updating agency materials and protocols to reflect these practices.
- Assists in compiling data, writing reports and developing agency grant applications.
- Facilitates team and case management meetings.
- Represents Turing Point's interests on local, regional, and statewide task forces and committees as requested.

QUALIFICATIONS:

- Minimum of three years' relevant work experience in social services or related field that involved work with children and families.
- Fluency in English and another language is preferred.
- Possess a valid Pennsylvania Driver's License and/or have the ability to travel to off-site locations.
- Experience in the use of office equipment such as phones, copiers, PC's and laptops.
- Proficiency in Microsoft Office programs, including Office365, Outlook, Word, Excel, PowerPoint.
- Possesses strong and effective written and verbal communication skills.

PHYSICAL TASKS:

- Ability to work in an office environment with moderate noise.
- Ability to lift, push or pull up to 25 lbs. on a regular basis.
- Ability to frequently bend to file and maintain files, climb stairs, squat, and kneel.
- Ability to sit for 4 hours and/or stand for 4 hours continuously.

TURNING POINT OF LEHIGH VALLEY, INC.
JOB DESCRIPTION

- Have the mobility to traverse a distance to reach a destination while carrying, pushing, or pulling up to 25lbs.
- Have the emotional ability to stand in front of people and deliver training or a presentation.
- Have the emotional ability to work with clients in trauma.
- Regularly speak clearly so listeners can understand as well as understand the speech of another person.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the above referenced tasks.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature:

Date:

Authorized Signature:

Date:

Turning Point of Lehigh Valley is an Equal Opportunity Employer

Submit application to: hr@turningpointlv.org