United Way of Southeast Louisiana

JOB DESCRIPTION

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| Position Title: Family Advocate Specialist, Financial Capability | |
| Reports to: Manager, Financial Capability | |
| Location: 432 Avenue U, Bogalusa, LA | Division: Community Impact |
| Classification: Non-Exempt – Salary $45,000 | Supervises: N/A |
| General Functions: The Family Advocate Specialist is a bridge between the court, community agencies, parents, and families involved in the child support process, including assisting families and individuals by providing guidance, support, and information. This position ensures that families receive appropriate assistance in understanding and navigating the child support system and court proceedings. | |

**CORE COMPETENCIES for ALL UNITED WAY PROFESSIONALS:**

* **Mission-focused** – top priority is to create real social change that leads to better lives and healthier communities.
* **Relationship-oriented** – understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
* **Collaborator** – understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
* **Results-driven** – dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
* **Brand Steward** – understands his/her role in growing and protecting the reputation and results of the greater network.

**ESSENTIAL FUNCTIONS:**

1. **Family Engagement:** Build and maintain open, trustworthy communication with parents, guardians, and families involved in child support cases, addressing their questions, concerns, and needs.
2. **Supportive Services:** Offer information and referrals to support services, including legal assistance, counseling, and mediation, to help families navigate the child support process effectively.
3. **Education:** Clearly explain child support policies, procedures, and legal requirements to parents and families, promoting awareness of their rights and responsibilities.
4. **Feedback Collection:** Act as a liaison to gather feedback from parents and families about their experiences with the Child Support Enforcement agency and provide this feedback for process improvement.
5. **Conflict Resolution:** Assist in resolving disputes and conflicts related to child support matters through mediation and conflict resolution techniques.
6. **Policy and Procedure Review:** Collaborate with the agency to review and improve child support policies, procedures, and practices to ensure fairness and efficiency.
7. **Advocacy:** Advocate for the best interests of children and families, ensuring equitable and supportive child support policies.
8. **Training and Workshops:** Organize workshops and training sessions for parents and families to help them understand the child support system and improve their financial literacy.
9. **Community Outreach:** Engage with the community, including parents, students, and educators, to raise awareness about available programs and resources.
10. **Policy Advocacy:** Advocate for policies and initiatives that support improved education and access to educational opportunities for underserved communities.
11. **Evaluation and Reporting:** Prepare regular reports and updates for United Way leadership and stakeholders to demonstrate program achievements and challenges.
12. **Professional Development:** Stay updated on best practices and industry trends related to resource navigation and social services.
13. **Cultural Competency:** Demonstrate cultural sensitivity and an understanding of diverse populations, ensuring services are inclusive and accessible to all.
14. **Travel:** Develop a weekly schedule and travel to assigned parishes as necessary to engage with families and provide support.
15. **Other Responsibilities:** Perform other work-related duties as assigned.

**JOB QUALIFICATIONS:**

1. Bachelor's degree in social work, non-profit management, or a related field.
2. Strong organizational skills and meticulous attention to detail.
3. Excellent written and verbal communication skills, including proper telephone etiquette.
4. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and basic office software.
5. Ability to work effectively both independently and collaboratively within a team.
6. Passion for community service and a deep commitment to the United Way's mission.
7. Self-motivated, quick study, and able to work effectively with minimal supervision.
8. Strong interpersonal skills with the ability to initiate, build, and continuously strengthen partnerships with a diverse population.
9. Must maintain a valid driver’s license, minimum insurance, and reliable transportation.
10. Ability to adapt to changing circumstances and cognitively respond appropriately and with discretion.
11. Demonstrated ability to use sound judgment to handle/resolve details and matters not requiring the personal attention of the supervisor.
12. Unquestioned confidentiality with sensitive financial and personnel matters and issues
13. Must be available to work a regular Monday-Friday work week with occasional early morning, evening, and weekend availability as needed.
14. Have no outside business interests that may conflict with the organization's goals and objectives and not explicitly approved by the President/CEO

Signed Family Advocate Specialist: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

Signed Manager, Financial Capability: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

*Rev. 10/2023*