

INCA Community Services

Job Description



Title:	Family Advocate	Reports to:	Family Engagement Manager
Program:	Head Start/ Early Head Start	Status:	Non-Exempt/Full-Time/Full Benefits
Approved	April 2026		
Reviewed:		Wage:	(See Salary Scale)

Benefits: Health and Life Insurance, Sick and Annual Leave, Funeral Leave, Retirement Program (401k), Social Security, Worker’s Compensation Insurance, and Unemployment Insurance. All paid holidays.

Job Summary: The Family Advocate (FA) acts as the primary liaison between the Head Start/Early Head Start program and enrolled families. They are responsible for building trusting, relationship-based partnerships with the families, facilitating the Family Partnership Agreement (FPA) process, conducting home visits, promoting parent engagement, and connecting families to community resources to support self-sufficiency and child readiness. Serves as the timekeeper and ensures classrooms maintain the staff ratio.

This position has recurring access to a vulnerable population.

Essential Functions: *The following is intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.*

Family Partnership and Case Management: (35%)

- Assess each family’s need for social services, develop a plan that responds to the family’s needs, and deliver and/or coordinate the delivery of needed social services for each family.
- Develop and monitor individualized Family Partnership Agreements (FPAs) that describe the family’s goals, strengths, responsibilities, timetables, and strategies for achieving them; review and revisit with families to keep the FPAs current and useful.
- Work with parents to identify, schedule, coordinate, and secure reliable transportation for children to health and/or social services or program-related appointments as required.
- Conduct home visits and contact families as needed, per the agency's plans and procedures.
- Identify crises, such as child abuse and lack of basic needs, making referrals and follow-up;
- Implement parent engagement and education, supporting the parents in their role as the primary influence in their children’s lives;
- Encourage parent volunteers throughout the program; plan and document in-kind contributions;
- Assist parents with the process of transition into Head Start from the Early Head Start Program and from Head Start to other education settings;
- Assist with special events, including Volunteer Recognition, Transition, and the Fatherhood Initiative.

Health Component: (5%)

- Encourage, monitor, and record the timely delivery of medical, dental, mental health, and nutrition services to children; provide assistance to families as needed.
- Promote child and family wellness and establish a medical and dental “home” for each enrolled child.
- Assist the Health Manager in ensuring that health exams, follow-ups, and screening requirements are met within the timelines outlined in policies and procedures.

Parent Meeting/Policy Council: (5%)

Parent Meetings:

- In collaboration with parents and classroom staff, organize, plan, and maintain an active parent committee in accordance with Performance Standards.
- Assist parents in developing agendas, conducting meetings, arranging speakers or programs, recording attendance, and keeping minutes for each meeting.
- Conduct each Center's Parent Orientation Meeting. If unable to attend, secure a management team member to conduct the orientation.
- Attend parent meetings as support/guidance personnel. If unable to attend, secure a management team member to take your place.
- Maintain regular communication with parents through calendars, announcements, and personal contact.
- Recruit speakers and provide resources for family events and parent meetings.

Policy Council:

- Responsible for coordinating the attendance of Head Start/Early Head Start Policy Council members in the assigned area.
- Attend policy Council meetings as needed.
- Provide guidance and support for site-level Policy Council projects and activities.
- Responsible for the orientation of Head Start/Early Head Start Policy Council members.
- Support Policy Council representatives in their roles and encourage them to take on leadership roles within the program and community.

ERSEA (Eligibility, recruitment, selection, enrollment, and attendance): (25%)

- Eligibility
 - Enrolls eligible Head Start/Early Head Start children into the program.
- Recruitment
 - Identify and actively recruit Head Start-eligible families and children, including children with disabilities and underserved populations.
 - Maintains a wait list of eligible children.
- Selection
 - Participates in the screening for pre-enrollment eligibility
- Enrollment
 - Perform enrollment to obtain confidential and critical information, legal forms, and documents, and provide and explain Head Start/ Early Head Start policies and procedures to families.
 - Maintain funded enrollment level per enrollment requirements.
- Attendance
 - Take the necessary steps to ensure a minimum average daily attendance of 85%.
 - Works closely with teachers to ensure appropriate school attendance and continuous services for children by reviewing attendance records, communicating with teaching staff, providing appropriate follow-up for frequent absences, and liaising with the ERSEA team.
- ERSEA Reporting
 - Maintain filing systems and eligibility files for all enrolled, previously enrolled, and waitlist applicants. Ensuring files are accurate and accessible for both processing and annual audits.
 - Close out children's files at the end of the year who transition out of or drop from the program.
 - Assist in the preparation of and implementation of the ERSEA plan, policies, and procedures outlining methods of compliance.

Community Services: (5%)

- Provide comprehensive community resource information to families, individualizing to respond to the family's needs and concerns to the maximum extent possible;

- Establish and maintain ongoing collaborative relations with community organizations responsive to the needs of the families of children from birth to age 5, pregnant women, and their families; participate in community awareness events.

Staffing: (10%)

- Cooperate with other staff and classroom groups to maintain the smooth function of the center.
- Provide supervision, direction, guidance, training, and support to Head Start and Early Head Start center staff assigned.
- Effectively communicate and consult with staff to ensure timely follow-up on the information needed for the Head Start management team to meet deadlines.
- Monitor, report, and provide feedback for all employee-related accidents.
- Provide input on assigned classroom staff progress and annual performance evaluations.

Staffing:

- Schedule County Assistants (floaters) and substitute and assist with staffing to maintain the teacher-student ratio and food services as needed.
- Serve as timekeeper for designated staff. Monitor the performance, attendance, required documents, and timesheets of all designated staff.
- Act as classroom support and substitute staff during a temporary absence.

Assessment/Data/On-going Monitoring: (15%)

- Prepare and maintain accurate records, including student, staff, financial, parent involvement, in-kind contributions, and other records as required. Ensure the classroom prepares and maintains accurate, up-to-date records.
- Monitor the classroom records-keeping system as part of the component plan and ensure classroom staff, including volunteers, maintain records in a timely manner, including attendance, home visits, and family and child information. Guarantee that appropriate information is available for parents to review.
- Submit monthly reports on services, activities, and needs.
- Participate in ongoing monitoring and evaluation of FPA and the child and family's needs.
 - Collects data on child and family, including FPA, needs, follow-up, and child assessment data.
 - Analyze data to identify trends, patterns, strengths, and areas for improvement.
 - Present reports to ERSEA and Family Engagement team meetings
 - Assist with reports to the Policy Council and the Governing Board.

General Duties:

- Attend work punctually and regularly to provide consistency of service;
- Must have a flexible schedule to work at least one evening each month and participate in parent meetings;
- Attend upon request all staff and other appropriate meetings, training, and conferences, some of which may require out-of-town travel and evening/overnight attendance;
- Follow Agency personnel policies as established by the Board;
- At all times, maintain a professional attitude and respect for parents, children, and staff.
- Ensure confidentiality of all records and information;
- Demonstrate commitment to mission, values, and policies in the performance of daily routines;
- Perform other program-related assignments as designated;
- Present a positive image of the agency to members of the community.

Supervisory Relationships:

Works under the direct supervision of the Family Engagement Manager. Accountable to the Head Start/Early Head Start Director, Executive Director, Board of Directors, and Policy Council.

Knowledge and Skills:

To perform this job successfully, an individual must satisfactorily perform each essential duty. The requirements listed below represent the education, certification, licensing, experience, knowledge, skills, and/or abilities required.

- Ability to build respectful, culturally responsive relationships with diverse populations;

- Skillful in maintaining effective working relationships to achieve goals;
- Ability to read, interpret, and implement program guidelines efficiently and effectively;
- Proficiency in computer systems (like ChildPlus) and ability to navigate the the internet, e-mail, and websites.
- Deal tactfully and courteously with the public, parents, and staff;
- Strong verbal and written communication skills;
- Accurate and organized record keeping;
- Handles confidential work with tact and discretion;

Qualifications:

Education:

- Education: A Bachelor's or Associate degree in Social Work, Human Services, Family Services, counseling, or a related field preferred.
- A Family Development Credential (FDC) is required or must be obtained within 12 months of hire.
- A Child Development Associate (CDA) is required or must be obtained within six months of hire.

Experience:

- Experienced: 1-3 years of experience working with low-income families, social services, or early childhood programs preferred.

General:

- Valid Oklahoma driver’s license
- Reliable transportation with liability insurance,
- Character references
- Must pass:
 - Physical,
 - Pre-employment drug testing
 - Criminal Background check, including:
 - NSOPW (national sex offender)
 - Child Care Restricted Registry (Joshua’s List)
 - FBI fingerprint-based criminal history as required of the ODHS

Physical Requirements: Employee must be able to:

The physical demands described here are representative of those required of an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to perform the essential functions of the job with reasonable accommodations.
- Stand, walk, bend over, kneel, stretch, grasp, reach overhead, stoop, twist, push, pull, and move, lift, and/or carry up to 60 pounds to waist height;
- See and read a computer terminal and printed matter with or without vision aids;
- Hear and understand speech at normal levels and on the telephone with or without hearing aids;
- Speak so that others may understand at normal levels and on the telephone;
- Operate a motor vehicle;
- Working with both hands and arms, grasping.
- Work in a busy, noisy, and sometimes stressful environment.

INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER

Acknowledgment: I acknowledge receipt and understand the contents of this job description.

Signature of Employee:		Date:	
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