



## **Family Advocate**

A subsidiary of St. Mary's for Women and Children, Crossroads Family Center, located in East Boston, provides family shelter, case management, housing search, stabilization services and a food pantry to more than 70 families each year.

The individual in this role will provide a safe living environment for all residents while ensuring the delivery of advocacy and referral services by working directly with the case managers to help provide supportive services to all residents.

NOTE: Shift for this position is Friday-Tuesday, 11 pm-7 am

### **CLIENT SERVICES**

- Uses basic counseling skills of active listening, empathy, reflection and validation to develop children and families' capacities
- Exercises critical thinking and good judgment when making decisions
- Build strong relationships and establishes positive communication with clients and their families based on respect and understanding of their needs
- Serves as a positive role model following program guidelines for professional dress and behavior
- Maintain clear and respectful communication with other staff, with clients, families and community partners
- Consistently maintains professional, legal boundaries and ethical standards (Federal, State, and Agency)
- Ensures that clients' needs are met in a timely fashion and in an ethical manner
- Meet bi-weekly with clients and follows through on all services included but not limited to; parent education, referrals, and life skills training
- Monitor and supervise children and families on floor, managing clients and children's behaviors, as well as completion of any safety plan requirements
- Orient new families to program services, rules and procedures
- Assist clients in working on goals identified in service plan
- Administrative duties as assigned
- Food services duties as assigned
- Other duties as assigned

### **PROGRAM SERVICES**

- Knowledgeable of, and complies with program specific policies and procedures and enforces rules and regulations
- Maintain accurate documentation, records and files in accordance with quality assurance standards
- Maintain safety, appearance, and cleanliness of the facility in compliance with health, fire, and safety regulations
- Attend weekly staff meetings and present on clients as appropriate
- Write reports, family assessments, selected portions of housing plans as appropriate
- Provide crisis interventions utilizing agency protocols
- Provide shift coverage as required

#### PROFESSIONAL GROWTH AND DEVELOPMENT

- Attend and use supervision for professional growth
- Engage in self-evaluation to establish goals for professional development
- Regularly attend, actively participate, and present in various program and agency meetings and trainings
- Develop skills to supervise shifts

#### QUALITY ASSURANCE

- Provide documentation of client progress as requested in timely fashion, maintain time sheets, mileage logs, daily work schedules, requests for time off in accordance with agency policy
- Participate in program events as assigned
- Identifies and implements positive changes for the betterment of the program

#### **MINIMUM REQUIREMENTS/QUALIFICATIONS**

##### Professional/Academic:

- High School Diploma required; Bachelor's degree in related human service field preferred
- 1-year related experience in human services
- Bilingual Spanish preferred
- Valid/Active Driver's License

##### Necessary Skills/Abilities/Physical Demands:

- Patient, understanding, and supportive
- Ability to engage in collaborative relationship with multidisciplinary team
- Good written and oral communication skills
- Basic word processing and computer skills
- Strong interpersonal skills
- Ability to prioritize and manage multiple tasks
- Maintain flexible schedule to meet program needs and attend required meetings
- Ability to work well under pressure
- Comfortable with receiving clear, direct feedback from supervisors and peers
- Appropriately interact with people from diverse socio-economic, racial and cultural backgrounds
- Maintains an attitude of fairness, openness, and respect and supports the development of cultural competency at SMCWC
- Remains open to different opinions and viewpoints and is willing to learn from them
- Respect and value all people's voices, including children, families and colleagues
- Maintain confidentiality of information and appropriate boundaries with clients
- Must possess a sense of humor
- Highly flexible and energetic

- Enjoy working with and motivating residents
- English/bi-lingual capacity preferred
- Must undergo a background check, in accordance with local law/regulations
- Must be able to lift, shift or move 25 pounds

***Qualified applicants may submit a resume and cover letter via email attachments to [jobs@stmaryscenterma.org](mailto:jobs@stmaryscenterma.org).***