
Position Information: BILINGUAL HEALTHY FAMILIES SUPERVISOR/FAMILY ADVOCATE

Supervised by: Healthy Families Program Manager

Salary: Manager I

Terms of Employment: Regular-Full Time

Supervises: Healthy Families Family Advocates

Classification: Non-exempt

Job Goal:

To provide comprehensive services to families that are family-centered and strength based and will focus on: establishing a trusting relationship; assisting in strengthening parent/child attachment and relationships; assisting parents in improving their parenting skills and providing a safe & nurturing home environment; improving the family support system; increasing the family's ability to problem solve; and assisting the parent in optimizing their child's development through play and parent/child interactions.

To oversee and provide supervision to Healthy Families Family Advocates. Implements, oversees and/or performs a variety of activities to support Healthy Families program. Assists Program Manager with and/or provides assistance to staff in client crisis and emergency situations.

Supervisor Responsibilities:

- Program Planning, Implementation, and Coordination:
- Provide Home Visitors with administrative, clinical and reflective supervision, including implementation of home visits, case management, strength-based approaches, and referral to related community resources, interventions and goal planning for high risk parents. Includes monitoring of written documentation, home visits, integration of results of tools used (ASQ, etc.), integration of quality assurance results, guidance on use of approved curriculum, monitor maintenance of professional boundaries, training needs and areas of growth, and completion of various job requirements in a timely fashion.
- Inform the Program Manager of staff achievements, issues and concerns
- Assists with interviewing/selecting and discharging or disciplining employees, or recommends such actions; provides staff orientation and monitors progress on Professional Development Plan, evaluates staff training needs; assists in completion of annual performance reviews.
- Assists staff with difficult and crisis situations
- Maintain appropriate and up-to-date supervision records, including Quality Assurance activities, and month end reports in a timely manner
- Participate in Medicaid Admin tracking on selected days and input into the state system in a timely manner
- Maintain knowledge of best practice in the areas of:
 - child-focused assessment, programming, intervention, and evaluation; and
 - family-focused assessment; programming, intervention, and evaluation; and
 - trends in intervention with environmentally at-risk children and their families; and
 - Knowledge of current expectations and/or changes in the Healthy Families Oregon and Healthy Families America Program requirements.

Family Advocate Responsibilities:

- Initiate and maintain regular, long-term home visits to support families, using a strength-based approach to promote positive parent-child relationships, support healthy child growth and development, and enhance family functioning by identifying strengths and utilizing problem-solving skills
- Assist parents in completing the ASQ and ASQ-SE and other tools in order to determine developmental progress and needs of their child
- Assess family strengths and needs through the Parent Survey assessment, Family Concerns and Referrals, ongoing home visits, and other tools
- Develop goals with the parent(s) and make a plan for accomplishment of those goals (Family Goal Plan). This plan will be based on family, parent, and child assessed needs and will facilitate the parent in working on their goals
- Provide information on child development and parent/child attachment. Encourage, and provide opportunities for, positive parent/child interactions

- Assess and provide guidance related to child safety
- Track child immunizations and help families establish an ongoing relationship with health and dental care providers
- Provide resources, referrals and information to families as appropriate
- Maintain appropriate and up-to-date client records, including completion of the statewide research data, and month end reports in a timely manner
- Participate in Medicaid Admin tracking on selected days and input into the state system in a timely manner
- Screen families using the New Baby Questionnaire and be knowledgeable of Healthy Families eligibility requirements
- Participate in reflective supervision weekly
- Develop and maintain positive, working relationships with community resources/partners

General Staff Responsibilities:

Employees of UMCHS aspire to the following:

- A commitment to the agency's mission, vision, and values;
- A commitment to equipping children and all who care for them for lifelong success
- A commitment to excellence in everything we do;
- A commitment to positive performance and a welcoming culture;
- A commitment to outcomes, measured results and quality improvement;
- A commitment to innovation and to what is possible.
- Program Participation and Team Member
- Be present at work in order to provide consistency of services
 - Arrive to work on time; punctually attend and actively participate in all required activities, meetings, and trainings.
 - Be a respectful, cooperative, and reliable team member and participant in program activities.
 - Project a professional work image, both in dress and manner.
 - Demonstrate familiarity with employment policies, performance standards, work plan and commitment to mission and values in the performance of daily duties.
- Standards of Conduct
 - Perform all work in compliance with UMCHS Standards of Conduct.
- Improve self-skills and education
- Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy
- And or any other duties deemed necessary by your supervisor

Educational Requirements:

- Master's degree in human services or fields related to working with children and families, or Bachelor's degree with 3 years relevant experience

Experience and Skills Requirements:

- Fluent in English and Spanish, both verbally and written
- Minimum of 1 year home visiting experience, and show high degree of comfort and skill in working in diverse environments, homes, and communities
- Demonstrate skill and proficiency in outreach and retention; ability to build quick rapport with parents
- Ability to establish trusting relationships
- A solid understanding of and/or experience in supervising and motivating staff in a strength-based approach, as well as providing support to staff in stressful work environments
- Supervisory skills including: the ability to instill positive, optimistic attitude in staff; transmission of sense of mission to work team; support staff; monitor team performance; encourage team participation; and annually assist in appraisal of individual performance of team members
- Knowledge of maternal/infant health, infant and child development, and parent-child attachments and relationships.
- Acceptance of individual differences
- Experience in providing services to culturally diverse communities/families. Demonstrates a commitment to working well with parents, babies and staff of culturally diverse backgrounds.
- Experience with reflective practice preferred
- Positive attitude towards work, initiative, personal balance, ability to adapt and work effectively under pressure, a sense of humor
- Relate tactfully, confidently, sensitively and non-judgmentally with parents of young children
- Experience providing services that are family-centered and strength-based. Demonstrating a strong background and

- passion in prevention services to expectant parents and babies through the age of three
- Experience in coordination and implementation of parent support/education groups
- Skills with problem solving, supporting development of problem solving skills, and development of creative approaches
- Demonstrate skill and proficiency in outreach and retention
- Knowledge of other social service agencies
- Knowledge of the dynamics of child abuse and neglect and the requirements of a mandatory reporter
- Work independently and as a team member
- Ability to write clearly, concisely, and to communicate effectively both orally and in writing

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to:

- Observe, compare, and monitor behaviors, records and data to determine compliance with prescribed standards
- Comprehend, analyze, and make inferences and references from written material
- Lift and move heavy and/or bulky objects up to 10 lbs.
- Sit for long periods of time with keyboard and do data entry at a computer.
- Occasionally required to stand, use hands to finger, handle, or feel and reach with hands and arms.
- Frequently required to drive, walk and climb stairs in the office and in a variety of community-based and home settings.
- Drive a private or Agency vehicle; must possess a valid driver's license and personal automobile or provide a plan that will allow fulfillment of position requirements. (A DMV Record check will be conducted prior to hire)
- Occasional filing is required. This would require the ability to lift files, open filing cabinets and bending as necessary;
- Produce written documentation with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Work Environment/Conditions:

- The work environment includes indoor office environments or comparable spaces, families' homes and community spaces, with frequent exposure to outdoor weather when traveling to home visits and meetings. The noise level varies by sites, home visits, and meetings.
- Job tasks are performed in close physical proximity to other people

Safety:

Apply safe practices in the performance of duties

- Reporting of unsafe or hazardous working conditions and/or any injury immediately
- Complying with Agency safety standards
- Participate in emergency drills
- Promote a culture of safe environments in the workplace

Agency-Wide Requirements:

- Current enrollment in the Child Care Division's Central Background Registry
- Current physical examination, drug screen, and TB screen documentation prior to hire
- Desire to work with low-income children and their families
- Communicate effectively with staff, families, children, and the public using the telephone and in face-to-face, one-to-one, and in group settings
- Fluent in English both verbally and written

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