



# COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

601 BLACK BEARS WAY, TUSCALOOSA, ALABAMA 35401-4807

TELEPHONE (205) 752-5429

TOLL FREE (855) 211-0950

FACSIMILE (205) 469-0062  
Human Resources

[www.cspwal.com](http://www.cspwal.com)

**Cynthia W. Burton**  
Executive Director

April 26, 2024

## **JOB ANNOUNCEMENT**

**Title:** Family Services Advocate

**Location(s):** Alberta Head Start/Early Head Start Center – Tuscaloosa County

**Employment Classification:** Regular, Full-Time, Non-Exempt, Non-Safety-Sensitive

**Summary of the Position:** See Attached Job Description

**Qualifications of the Position:** See Attached Job Description

**Duties and Responsibilities:** See Attached Job Description

**Salary and Application Procedures:** This is a Pay Grade 8 position on the Head Start Salary Scale with a beginning salary range of \$33, 675 - \$37, 190 depending on education and experience. Current employees may apply by submitting a letter of interest along with and updated employment application. Other interested applicants may apply by submitting a completed employment application obtained from the website at [www.cspwal.com](http://www.cspwal.com) or by contacting the Human Resources department of CSP at (205) 469-0389 to request an application. Completed and signed applications may be submitted in person, by mail or scanned and emailed to [employment@cspwal.com](mailto:employment@cspwal.com).

**Deadline to apply:** **Monday, May 20, 2024, at 5:00 p.m.**

Community Service Programs of West Alabama, Inc., is an equal opportunity employer that does not discriminate on the basis of race, religion, gender, handicap status, age, genetic information, or national origin. CSP maintains a Drug Free Workplace Policy and the applicant is subject to pre-employment and random alcohol and drug testing. CSP operates a licensed children's facility and applicants will be subject to criminal history background checks. CSP is an E-verify Employer. **EOE AA M/F/Vet/Disability.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability or national origin.

Community Service Programs of West Alabama, Inc.

**Job Description**

**Job Title:** Family Services Advocate

**Division/Department:** Head Start/Early Head Start

**Reporting Relationship:** Center Director

**Exemption Status:** Regular Full-time, Non-Exempt, Non-Safety-Sensitive

**Work Schedule:** 7:30 a.m. – 4:30 p.m.

**Summary of Duties and Responsibilities**

The Family Services Advocate (FSA) is responsible to the Center Director for provision of resource support for children and their families; as well as for eligibility, recruitment, selection, enrollment and attendance of Head Start/Early Head Start children at the assigned site. The FSA performs functions which determine needs and recommend resources to fulfill needs of families, develop plans to improve the quality of life for families, and enroll eligible children in the program. Additionally, the FSA is required to encourage parents to volunteer in all aspects of Head Start/Early Head Start.

**Essential Duties and Responsibilities:** *(other duties may be assigned by supervisors)*

- Review and compile data to identify special needs/concerns and recruit and enroll eligible children.
- Provide assistance to families in emergency/crisis situations and report suspected cases of abuse/neglect.
- Obtain complete health history and parental consent on all enrollees, and maintain associated health records for center-based children.
- Identify, report and maintain records regarding immunization status of center-based children.
- Protect confidential information.
- Develop, document and facilitate Family Development.
- Assist in identifying social service needs or concerns of children and families and make referrals and perform follow up to assure delivery of needed assistance to families and children.
- Maintain detailed and accurate case notes for each family in assigned caseload.
- Monitor enrollees' attendance.
- Accurately and timely maintain data using the ChildPlus.net system.
- Recruit volunteers and in-kind contributions and assist with the conducting of parent orientation sessions.
- Assess training needs; develop and implement training for parents.
- Serve as a resource in providing support to resolution of family issues, as appropriate.

- Follow orally communicated directions and instructions regarding work assignments and procedures.
- Follow safety guidelines and maintain a safe working environment.
- Comply with all Head Start, DHR and Agency guidelines, policies and procedures.
- Actively contribute to a positive teamwork environment.

**Qualifications:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education and Experience:**

- Possession of a Bachelor or advanced degree in Social Work, Human Services, Family Services, Counseling or a related field.
- Prefer three years' experience working with disadvantaged children and families.

**Certificates, Licenses, Registrations:**

- Valid Alabama driver's license with liability insurance.
- Serviceable automobile.

**Language Skills:**

- Ability to effectively communicate orally and in writing to diverse populations.
- Ability to effectively present information to children and families and report and relay information to internal partners.
- Ability to communicate in large and small group settings.

**Mathematical Skills:**

- Ability to compute simple math such as addition, subtraction, multiplication and division.

**Reasoning Ability:**

- Ability to analyze problems confronted by program participants.
- Ability to define problems and draw valid conclusions.

**Other Skills and Abilities:**

- Ability to coordinate and integrate Head Start services in order to enhance effectiveness.
- Regular and predictable attendance.
- Ability to develop effective working relationships with staff members, program participants, and area specialists.
- Solid working knowledge of Microsoft Office software suite.
- Ability to learn and effectively utilize Childplus.net or other data maintenance software.
- Demonstrate knowledge and understanding of policies and procedures.
- Sensitivity to multi-racial and multi-cultural issues.

**Physical Demands:** *The physical demands listed are representative of those that must be met by 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 duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Specific vision abilities required by this job include vision required to operate a motor vehicle. Multiple demands from the children and other individuals are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

**Work Environment:** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to interact with the children and families and serve as an advocate for the families in community services that are responsive to families' interest and needs.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

-REVISED 06/27/12-

-REVISED 07.15.2014

-REVISED 06.23.2015

*Reviewed by Board of Directors 12.03.2015*

*Reviewed by Board of Directors 01.19.2017*

-REVISED 03.14.2017

*Reviewed by Board of Directors 03.15.2018*

REV. 12.21.2018

*Reviewed by Board of Directors 01.17.2019*

*Reviewed by Board of Directors 03.19.2020*

*Reviewed by Board of Directors 03.18.2021*

*Reviewed by Board of Directors 01.19.2023*

*Revised 1.4.2024*