



## Children's Service Society

Safe Children · Caring Families  
Strong Communities · Since 1884

### Job Description Form

**Position Title:** Family Advocate

**Department:** Grandfamilies

**Reports to:** Grandfamilies Program Administrator

**FLSA Status:** Exempt

**EEOC:**

**General Summary:**

Implements the day to day activities of the Grandfamilies Kinship Program, facilitates support groups and Friend 2 Friend activities, and assists families in accessing community resources  
**Must be able to pass BCI background check.**

**General Job Duties and Skills:**

- Be knowledgeable regarding kinship issues, child welfare issues and adoption
- Do face to face meetings with clients
- Answer phones
- Represent Children Service Society on community panels and committees
- Attend Children's Service Society's Meetings as scheduled
- Have knowledge of community resources
- Develop and maintain Leave a Legacy
- Ability to negotiate with others and resolve conflicts, particularly in sensitive situations
- Ability to make sound decisions using available information while maintaining confidentiality
- Follow policies and procedures, dress appropriately and represent the agency in a positive manner.

**Direct Services:**

- Responsible for scheduling, organizing and facilitating support groups and Friend 2 Friend activities
- Host and support Community Café kinship advisory groups
- Complete Agency and Program Outreach in the community, including program presentations, community education, etc.
- Assist clients with access to community resources including OCAP program, Specified Relative Grant and Medicaid applications, and DCFS
- Maintain a client mailing list and perform ongoing case management with clients
- Have knowledge and ability to use program social media accounts for program outreach and client support
- Attend court with clients
- Conduct individual and family crisis intervention
- Collaborate with assigned staff member to follow and maintain program budget

- Collect and maintain data as needed for reporting through data system
- Supervise interns as needed
- Working with assigned staff member develop and maintain volunteer lists and opportunities in your office
- Conduct outreach for program donations such as school supplies, holiday support, etc and maintain an organization system for donations
- Other duties as assigned.

**Education and Experience:** Bachelor's Degree in Social Work or other social science, SSW licensure preferred. Knowledge of Excel, Word, Publisher, Outlook, Power Point and other computer software. **Preference given to Spanish Speaking.**

| Physical Requirements:  | Percentage of Work Time Spent on Activity |         |         |          |
|---|---|---------|---------|----------|
|   | 0%-24%                                    | 25%-49% | 50%-74% | 75%-100% |
| <b>Seeing:</b> Must be able to read computer screen and various reports                   |   |         |         | X        |
| <b>Hearing:</b> Must be able to hear well enough to communicate with employees and others |   |         |         | X        |
| <b>Standing/Walking</b>   |   |         | X       |          |
| <b>Climbing/stooping/kneeling</b>   |   | X       |         |          |
| <b>Lifting/pulling/pushing</b>  |   | X       |         |          |
| <b>Fingering/grasping/feeling:</b> Must be able to write, type, and use phone system      |   |         |         | X        |

**Note:** The statements herein are intended to describe the general nature and level of work performed by employees, but are not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

**Children Service Society is an at will employer**