

Job Description:

Job Title:	ERSEA Advocate	Effective Date:	July 2024
Supervisor:	ERSEA Manager	Entry Level Hourly Rate:	BA \$18.50 AA \$16.50
Employment Status:	Non-Exempt	Non-exempt - Employees, under the provision of the FLSA, are required to be paid by the hour and paid overtime for all hours worked in excess of forty (40) hours in a workweek	

Responsibilities:

- Implement Program vision, mission, goals, objectives, policies and procedures.
- Know and assure compliance with state and federal regulations.
- Assure implementation of Program Plans to achieve positive outcomes for children, families and our communities.
- Check enrollment calls, document, and follow-up daily with interested parents until resolved.
- Complete new child enrollment forms based upon initial conversations with interested parents (enrollment line calls).
- Monitor (weekly) waiting lists for all service options, Head Start, PA PreK Counts, and child care.
- Maintain contact with waiting list families via post cards, phone calls, and follow-up appointments.
- Complete eligibility applications (ongoing) to maintain waiting lists at all locations and support Family Advocates.
- Assist with ongoing recruitment and enrollment of children/families, such as: coordinating and attending community outreach and open enrollment events; agency and business visits to provide brochures, pull-tabs, business cards; door-to-door recruitment; meeting with parents to complete eligibility and/or enrollment paperwork as needed.
- Maintain a supply of recruitment materials including “quick application” and “full application” packets, program folders, brochures, flyers, pull-tabs, etc.
- Provide input into program’s community outreach efforts and ideas to improve recruitment of families.
- Assist with enrollment applications to support Family Advocates. Ensure all paperwork is completed, check signatures, check income verification, enter into ChildPlus, print emergency information, check for accuracy of data entry, initiate routing of file, and maintain a copy of verification of file information to monitor follow-up.
- Enter applications into Child Plus for new children, waiting list and full applications as needed, check outstanding balances, forward NCE form to appropriate center for follow-up.
- Assist in monitoring attendance - program wide, center and classroom. Provide support to Family Advocates to improve attendance and address chronic absentees.
- Provide regular and ongoing support to Family Advocates as requested by Team Leaders.
- Provide data entry assistance and support for Family Advocates – applications and missing information; quarterly family outcomes; and new Child Plus fields.
- Implement program-wide Positive Behavior Intervention Support (PBIS) approach.
- Model and teach consistently the PBIS expectations to: be safe; be respectful; be a team player...be kind.
- Assist with orientation for children and families/parents.
- Promote an open, positive, team approach with co-workers and handle conflicts with parents and/or co-workers with respect, openness and fairness.
- Report the suspicion of child abuse and/or neglect following procedure and submit forms.
- Meet with immediate supervisor to discuss the placement of new children, transfer of children, enrollment, attendance, and transportation, coordination of activities and other issues/concerns.
- Recommend the development of forms, procedures, reports to enhance prompt and accurate data entry.
- Ensure that tasks are processed in accordance with a schedule of operations.
- Ensure that computer tasks are executed properly.
- Monitor all output to assure the integrity of each report.
- Run reports as requested and computer output to the ERSEA Manager.
- Receive, enter, and check data submitted for computation; advise users of inconsistency in material submitted.
- Maintain confidentiality including computer reports/data, in particular client/child personal data and financial data.
- Maintain information on status of work in process and workload.
- Provide support to the ERSEA Manager in completing projects and assigned tasks and assume responsibility for ERSEA and data entry in the Manager’s absence.
- Submit a weekly activity report and complete time studies.
- Participate in the completion of the annual Program Self-Assessment.

Responsibilities:

- Report Program, office, child/family and/or co-workers related problems/concerns to immediate supervisor.
- Perform other duties as assigned by immediate supervisor and approved by the Executive Director.

Qualifications:**Education and Experience:**

- Hired after November 7, 2016
- BA/AA degree in the Human Services field and experience working with adults and/or young children or;
 - High School Diploma/GED and a commitment within 18 months of hire, to obtain a credential or certification in social work, human services, family services, counseling or a related field and related experience working with young children and families

Skills:

- Ability to establish and maintain effective working relationships with the children enrolled in the Program, their families and professional colleagues.
- A patient and understanding manner with children and families.
- Ability to recognize and respect confidentiality.
- Ability to effectively communicate in oral and written form.
- Ability to use technology for communication, record keeping, reporting, and monitoring – Microsoft Office, Power point, Excel, and web based software.
- Ability to take direction and follow through as expected.
- Ability to accept and exercise authority appropriately and make rational decisions.
- Ability to complete work assigned with minimal supervision.
- Physical ability to ascend/descend steps on a regular basis for the purpose of networking with community agencies and making home visits.
- Physical ability to lift/carry equipment/materials that may be needed for parent training.
- Physical ability to drive a program vehicle for the purpose of transporting clients to and from needed services.
- Visual and auditory ability to observe and assess the safety of the home and/or center environment.

Requirements:

- Must receive a negative pre-employment drug-screening test.
- Must receive an initial health appraisal and Mantoux TB Test and a health appraisal every two years once employed.
- Must be fully vaccinated for COVID-19 or obtain an approved medical or religious exemption.
- Must receive Child Abuse, Criminal History, National Sex Offender Registry and FBI Fingerprint Background Clearances.
- Must have a valid PA driver's license.
- Be punctual and reliable in attendance.
- Be professional, productive, and follow Program's Standards of Conduct, Conflict of Interest, and Confidentiality Policies.
- Participate in job-related training to enhance competence and job performance, including these annual requirements: Child Abuse Reporting, Fire Safety; and Emergency Preparedness.
- Work evenings and flexible hours when necessary.
- Travel as required.
- Ability to access center sites.
- Physical ability to perform manual work.
- Participate in performance assessments.

PHYSICAL ACTIVITY JOB REQUIREMENTS:

Job Title:	ERSEA Advocate			Effective Date:	July 2017
PHYSICAL ACTIVITY	FREQUENCY OF ACTIVITY				
	Not At All Not Performed	Occasionally Up to 33% of Time 1-2.5 hours	Frequently 34% - 66% of Time 3- 4.5 hours	Continuously 67% -100% of Time 5-7 hours	
Sitting			X		
Standing			X		
Walking			X		
Bending Over		X			
Twisting	X				
Climbing	X				
Reach Above Shoulder		X			
Crouching/Stooping		X			
Kneeling	X				
Balancing	X				
Pushing or Pulling	X				
Repetitive Use of Hands				X	
Fine Finger Dexterity				X	
Grasping - Simple/Light				X	
Grasping - Firm/Strong			X		
Lifting or Carrying:					
• up to 10 lbs			X		
• 11-20 lbs			X		
• 21-50 lbs		X			
• 50 or more lbs	X				
Use of Head and Neck				X	
Frequency of Interpersonal Relationships Necessary to Perform Job			X		
Frequency of Stressful Situations Necessary to Perform Job		X			

I have read this job description with the addendum for physical requirements and am able to perform the duties as stated.

Employee Signature

Date

HR Manager and Supervisor Signatures

Date