



**Families In Transition of Santa Cruz County, Inc.**

[www.fitsantacruz.org](http://www.fitsantacruz.org)

- JOB TITLE:** CHAMP Family Support Advocate
- STATUS:** Full-Time Position/35 hour work week
- PAY RATE:** \$21.50 per hour to start, increase to \$22 per hour after successful completion of 90 day probationary period
- FRINGE:** Employer paid Medical, Dental, Vision, LTD and Life Insurance.  
Paid Vacation after 90 days  
18 Paid Holidays/10 Paid Sick days.  
Flexible scheduling available
- \*BONUS: Currently offering a \$1,000 hiring bonus after completion of 6 months on the job

**To Apply:** email Cover Letter and Resume to **[Info@fitsantacruz.org](mailto:Info@fitsantacruz.org)**  
Please include job title, “CHAMP Family Support Advocate” in subject line  
No phone calls, please.

**Come and join our team!** Families In Transition (FIT) is a private non-profit agency which offers services and supports which promote housing stability to families and young adults who are experiencing homelessness or who are at risk of becoming homeless. For 30 years and counting FIT has been in the business of ending and preventing homelessness in Santa Cruz County and has successfully housed over 2,500 families. FIT operates on the premise that partnerships with stakeholders (government, service providers, businesses, employers, educators, landlords and participants) fosters a strong foundation on which families and young adults who participate in FIT programs can gain skills and tools which lead to increased housing stability, family investment in self-reliance and a healthier community.

**Summary of Position:** Under the general supervision of the FIT Program Services Director and direct supervision of the Case Manager the CalWORKS Housing Assistance Move-in Program (CHAMP) Family Support Advocate (FSA) is responsible for: providing a wide variety of housing retention supports including linkages to mainstream and community supports and transporting families to and from resources. CHAMP is a collaboration between the County of Santa Cruz Human Services Department (HSD), Families In Transition (FIT) and Housing Matters (HM)). CHAMP participants are referred directly from HSD-SCC through the Housing for Health Coordinated Entry System. The CHAMP FSA will work independently and in cooperation with CHAMP Case Managers and partners in order to provide housing retention services to enrolled participant households which meet stated outcomes as specified in the program contract.

**Duties and Responsibilities:**

Under direct assignment of the CHAMP Case Manager the Family Support Advocate:

- Identifies and provides participants with linkages to mainstream and community resources, including providing assistance with completing applications, packets, etc.
- Attends meetings, such as community programs and mainstream benefits, with the participant
- Provides, when appropriate and safe, transportation for the participant to and from scheduled viewings and mainstream and community meetings
- Assists participants and Case Managers with document pick up and drop off
- Provides outreach and education on program services to community programs as needed
- Provides linkages to mainstream and community resources
- Extensive record keeping, data entry and documentation of services
- Coordination of services with community based and government social service providers
- Attend case reviews, meetings, training, workshops and conferences related to position.
- Responsible for maintaining confidentiality at all times.
- Communicate closely and frequently with all members of the team to improve systems, solve problems, share resources, and coordinate work.
- Maintain clear and concise records.
- Perform Home Visits with the Case Manager once a family is housed.
- Other duties as assigned.

## **Qualifications:**

- B.A. Degree and/or equivalent experience (work, life or volunteer)
- Bilingual (English/Spanish) required
- Knowledge of community resources
- Ability to work well independently and as part of a team
- Ability to use discretion and independent judgment
- Ability to meet deadlines and handle crises
- Ability to follow agency and program guidelines, processes, policies and procedures
- Ability to maintain confidential information
- Must be self-directed
- Aptitude for extensive paperwork and documentation
- Ability to communicate (verbal and written) effectively and respectfully with a wide variety of staff, partner agencies, clients, landlords and service providers
- Ability to attend meetings and perform home visits throughout Santa Cruz County and surrounding regions
- Willingness to adapt schedule based on needs of clients
- Strong written and verbal skills
- Basic knowledge of using Microsoft Word, Excel, Google.
- COVID-19 Special Considerations and requirements: Please note that per CDC and local public health department recommendations FIT is encouraging employees to telecommute as much as possible. A reliable internet connection at the remote site is required prior to employment in order to promote telework options. For staff employed by FIT a remote workstation is supplied. It is important to note that this program and current employee positions require occasional in-person meetings with the public, including but not limited to clients and landlords. All reasonable precautions are taken to protect the health and safety of staff and those they come in contact with. Staff are required to observe all policies and procedures and may be terminated without prior notice for failure to abide by agency policies and procedures.
- This is a temporary position based on funding availability, with the possibility of becoming permanent.
- Ideal candidate is flexible, friendly, independent and able to meet agency and program goals and objectives with minimal supervision.
- A reliable, registered vehicle for travel is required. Employees must have a valid state driver's license and valid insurance by time of hire.

**NOTE:** This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. Families In Transition is an equal opportunity employer which does not discriminate based on age, race, disability, national origin, ethnicity, religion, color, ancestry, veteran status, medical condition, gender identification, sexual orientation, marital status, disability, HIV status or any other non-merit based criteria.

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Please include the job title, “CHAMP FSA” in the subject heading.

Due to the volume of responses, only qualified parties will be contacted.