



**JOB TITLE:** 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 a 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 your Cover Letter and Resume to **Info@fitsantacruz.org**. Please include the “Family Support Advocate” job title in the subject line. We are not accepting phone call inquiries about the FSA position.

**Come and join our team!** Families In Transition (FIT) is a private non-profit agency offering services and support that promote housing stability in families and young adults experiencing homelessness or at risk of homelessness. For 30 years and counting, FIT has ended and prevented 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) foster a strong foundation on which families and young adults who participate in FIT programs can gain skills and tools that lead to increased housing stability, family investment in self-reliance and a healthier community.

**Summary of Position:** Under the Direct Service Supervisor and Case manager's general supervision, the Family Support Advocate (FSA) is responsible for providing a wide variety of housing retention supports, including linkages to mainstream and community resources and transporting families to and from resources. The FSA will work independently and in cooperation with Case Managers and partners to provide housing retention services to enrolled participant households that meet stated outcomes as specified in the program contract.

### **Duties and Responsibilities:**

Under the direct assignment of the Direct Services Supervisor and Case Managers, the Family Support Advocate:

- Identifies and provides participants with linkages to mainstream and community



resources, including assisting with completing applications, packets, etc.

- Provides participating families accompaniment to appointments with community-based and government social service agencies.
- Provides, when appropriate and safe, transportation for the participant to and from scheduled appointments, housing opportunities, and community-based and government social service agencies.
- 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 providers of community-based and government social services.
- Attend case reviews, meetings, training, workshops, and conferences related to the position.
- Responsible for maintaining confidentiality at all times.
- Communicate closely and frequently with all team members 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 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 the needs of clients
- Strong written and verbal skills
- Basic knowledge of using Microsoft Word, Excel, and Google.
- 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 the time of hire.

**NOTE:** This job description is a general description of essential job functions. It is not intended as an employment contract nor to describe all duties someone in this position may perform. Families In Transition is an equal opportunity employer that 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. This is a temporary position based on funding availability, with the possibility of becoming permanent.

**COVID-19 Special Considerations and Requirements:** Per CDC and local public health department recommendations, FIT encourages employees to telecommute as much as possible. A reliable internet connection at the remote site is required before employment 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 must observe all policies and procedures and may be terminated without prior notice for failure to abide by agency policies and procedures.

**To Apply:** Interested persons should Email a Cover Letter and Resume to [Info@fitsantacruz.org](mailto:Info@fitsantacruz.org)

Please include the job title, "FSA" in the subject heading. Due to the volume of responses, only qualified parties will be contacted.