



**Family Service**  
SUPPORT. STRENGTHEN. SERVE.

Date posted: 1/25/19  
Date closed: 2/25/19  
**Or when filled**

<b>Job Title</b>	<b>Head Start Parent Advocate</b>
<b>Requisition Number</b>	2019-0008
<b>Department/Program</b>	Head Start
<b>Location</b>	<b>Knowlton/Brauchle Head Start</b> 9500 Timber Path, San Antonio, TX 78250/8555 Bowens Crossing, San Antonio, TX 78250
<b>Position Type</b>	Full-Time/ Non-Exempt/ 10 months per year
<b>Work Days/Hours</b>	Monday – Friday, up to 40 hours per week, schedule varies
<b>Pay Rate</b>	\$12.41 – 12.95 per hour
<b>Job Summary</b>	The Parent Advocate (including substitutes) provide high quality health, mental health, nutrition, and social services to Early Head Start Child Care Partnership/Head Start children and their families. Will also assist in providing parent engagement activities to Head Start families that support the Head Start Parent, Family, and Community Engagement Framework. Assists in promoting family outcomes that enhance the family well-being, positive parent-child relationships, families as lifelong educators, families as learners, family engagement in transitions, family connections to peer and community, and families as advocates and leaders. Comply with the Head Start Program Performance Standards, the Head Start Act, Licensing Minimum Standards, and agency policies and procedures. Build partnerships with families to assist them in identifying their own goals, strengths, needed services and support systems and in developing strategies and timetables for achieving their own goals. Responsible for eligibility, recruitment, enrollment and attendance. Completes data entry into our data base and provides clerical support to the program.
<b>Competencies &amp; Skills</b>	<p><u>Achievement Focus:</u></p> <ul style="list-style-type: none"> <li>Sets and achieves challenging goals. Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts on opportunities. Takes calculated risks to accomplish goals.</li> </ul> <p><u>Adaptability:</u></p> <ul style="list-style-type: none"> <li>Adapts to changes in the work environment. Manages competing demands. Accepts criticism and feedback. Changes approach or method to best fit the situation.</li> </ul> <p><u>Customer Service:</u></p> <ul style="list-style-type: none"> <li>Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.</li> </ul>
<b>Qualifications &amp; Experience</b>	<p><u>Required</u></p> <ul style="list-style-type: none"> <li>High School Diploma or equivalent</li> <li>Understands cultural differences and is sensitive to the implications of culture for service delivery; and able to utilize various learning techniques in the successful delivery of Family and Community Support Services.</li> <li>Familiarity and competency with modern office equipment, software and computer systems; familiar with and working knowledge of Microsoft Office Operating Systems (Word, Excel, PowerPoint, etc.) word processing, spreadsheets, and databases; and understanding of database systems and their utilization.</li> </ul> <p><u>Preferred</u></p> <ul style="list-style-type: none"> <li>Family Service worker credential</li> <li>Three years' experience in delivering social services to vulnerable families</li> <li>Child Development Associate (CDA) credential</li> <li>A parent of a current or former participant in a Head Start program.</li> <li>Current Pediatric CPR and First Aid Certification.</li> <li>Fluent in English and Spanish (read, write and speak) desirable.</li> </ul>

Interested applicants should send resume/application to:

[Recruiting@family-service.org](mailto:Recruiting@family-service.org)

(Please include **Job Title** and **Requisition Number** in correspondence)

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