



Respite Center Program Family Service Advocate Position Description

RISE is an emerging leader in coordinated care, crisis respite, and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Family Service Advocate (FA) provides crisis intervention, short-term counseling and referrals, coordination, and support, and performs intakes for new family/children accessing childcare from Respite Center Program. The FA provides oversight and guidance to childcare scheduling activities and serves as a liaison between Respite Center program staff and families, working to ensure that all families' needs are met and their experience with Respite Center Program is helpful.

As with all positions at our agency, it is the duty of the individual to fully support the mission, vision, values, and diversity statement of the agency. The individual must work in a coordinated manner with other employees and community partners to provide culturally relevant, equitable, and inclusive care while demonstrating professional and personal confidence in the service delivery model taken by the agency.

Position Responsibilities:

Direct Service

1. Perform intakes for new families/children on a scheduled basis as well as an emergency basis.
2. Process incoming calls, inquiries, and requests for childcare. Provide supportive counseling and referrals to individuals calling in crisis.
3. Assess a family's eligibility for services and level of need.
4. Provide referral and linkage to additional programs and/or resources.
5. In collaboration with Respite Center Program staff, perform reminder contacts to scheduled families daily to decrease instances of no-show or last-minute cancellations for childcare.
6. Participate in consultations, including discussion of clinical/cultural issues that may affect service provision.
7. Coordinate services with other child and family agencies.
8. Become familiar with children and families in their care by reading family files, attending weekly staff meetings, and talking with caregivers at pick-up and/or drop-off of children.
9. Document any concerns regarding children, including sick or injured children, no-shows and cancellations, and late pick-ups.

10. Assist Child Care Specialists as needed:

- a. Engage with children in meaningful activities, providing children with one-on-one and group interactions.
- b. Provide for the physical and emotional wellbeing of children with respect and compassion.
- c. Communicate with co-workers about organizing and planning for the shift and equally share responsibilities for children, paperwork, and household tasks.
- d. Observe and assess the condition of children, and objectively record observations in childcare notes for family files and for discussion at weekly staff meetings.
- e. Prepare healthy meals and snacks that meet or exceed USDA guidelines, and accurately record meals provided and children served on menu forms.
- f. Collect caregiver fees and assist caregivers with necessary paperwork.
- g. Facilitate transitions for caregivers and children during arrivals and departures.
- h. Partner with Child Care Specialists to help meet the needs of all members of families we serve.
- i. Listen and respond to caregivers when answering phones evenings and weekends.

Leadership

1. Maintain oversight of and guidance on childcare scheduling activities, emerging themes, and potential obstacles or barriers to services.
2. Schedule childcare per the needs of the families, available space, staffing levels, and licensing regulations to ensure that quality care is provided.
3. Assist with creating the childcare attendance schedule daily and distribute information to program staff scheduled to work each day.
4. Impart necessary information and collaborate with childcare staff and program staff to improve service delivery and care.
5. Consult with childcare staff to coordinate best approaches and interventions for children and families.
6. Work in coordination with and provide guidance to Respite Center Program on-call staff regarding program practices, childcare status, and general program and facility information.
7. Co-facilitate weekly staff meetings with Program Supervisor and Program Coordinator.
8. Develop continuing education schedule with Program Supervisor and Program Coordinator.
9. Participate, as a representative of the Respite Center Program, in various committees and task forces related to the system of child and family services in Dane County.
10. Collaborate with Program Supervisor and coordinator on hiring, onboarding, and training staff.
11. Support volunteers, interns, and work-study students on their shifts.
12. Consult with program Supervisor to assist in developing and facilitating plans of improvement and disciplinary actions for staff and volunteers as needed.

Administration

1. Be familiar with and follow the Respite Center Program's written policies and procedures.
2. Be familiar with and follow licensing regulations governing the Respite Center Program.
3. Complete required paperwork, including time sheets, accurately and on time.
4. Complete training program provided by the agency.
5. Assist with data collection tasks and report preparation tasks specific to funding sources and requirements (such as the USDA Child Nutrition Program, contracts with Dane County and City of Madison)
6. Ensure that program participant files and paperwork follow licensing regulations.
7. Attend in-house training sessions.
8. Complete 25 hours of continuing education annually.

Agency

1. Engage in ongoing examination of and engagement with one's own biases and continued work toward cultural humility.
2. Work with everyone embracing different perspectives and life experiences beyond one's own experience and perspective.
3. Attend and actively participate in program meetings and agency meetings, including Extended Leadership.
4. Follow RISE's confidentiality guidelines to ensure program participant privacy.
5. Follow RISE's policies and procedures as cited in the Employee Handbook.
6. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
7. Hold a valid driver's license, have access to reliable transportation, and have a driving record that enables purchase of automobile insurance, in accordance with agency guidelines.
8. Any and all additional tasks as assigned.

Required Qualifications:

- 7 years of experience in human services field, non-traditional childcare setting, or community organization serving high-needs population or bachelor's degree in human services related field if less than 7 years of experience
- Minimum of 1-year full time experience working in a formal program with the type of resident population served by the Respite Center Program
- Meet educational and work requirements of a childcare teacher including shaken baby syndrome prevention training, first aid, infant and child CPR, personal wellness check, and automated defibrillator use certification as approved by WI Department of Children and Families, as well as any required certification as required in the future
- Prior experience working in a child and family service organization
- Have obtained a certificate from The Registry indicating that the person is qualified as a childcare teacher (or obtain Certificate within 3 months after hire)
- Demonstrated long-term interest in caring for children

- Experience working with children/caregivers/families and facilitating interactive groups
- Demonstrated experience working with individuals or families on issues related to mental health, community resources usage, care coordination and advocacy, and child welfare system experience
- Demonstrated written and verbal communication skills
- Experience working with others from diverse cultural backgrounds
- Commitment to strength-based, recovery-focused, trauma-informed programming
- Ability to drive self and others via vehicle
- Proficient computer skills, specifically in current versions of Microsoft Office Suite; and willingness to learn new skills as needed or required
- Demonstrated flexibility, initiative, and creativity
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team

Preferred Qualifications:

- Bachelor's Degree in Human Services related field
- Bilingual in French, Arabic, Hmong, or another language as deemed necessary by program (in addition to English) as determined by ALTA test and within RISE'S acceptable range
- Knowledge of Dane County's community resources which benefit children and families
- Prior experience with crisis stabilization services

HIPAA Regulations: As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPPA training which describes the policies and procedures for the agency.

Accountability: The Family Service Advocate is accountable to the Respite Center Program Supervisor.

Employment Status: Regular, full-time

FLSA Status: Non-exempt

Physical Demands: While performing the duties of this job, the employee is required to sit, stand, stoop, bend, lift, walk, climb, and drive. The functions of this position are varied in nature and require the ability to make clear and concise presentations and to respond in an effective and appropriate manner during crisis. The employee will likely be required to lift materials and children up to 50 lbs. Specific vision abilities required include close vision, distance vision, color

vision, peripheral vision, depth perception and ability to adjust focus. The employee is required to communicate effectively via verbal, audible and written means.

The employee must be able to routinely lift children, move furniture in the child care area and sustain long hours of active work, be able to supervise children through sight and sound, be able to take children outdoors year-round on a daily basis, and be able to work shifts of 16 hours or less. This position requires dexterity with ability to push, pull, carry, balance, and kneel to assist and perform activities with children. The employee must be able to supervise children through sight and sound. The employee must be physically, mentally, and emotionally able to provide responsible care for all children.

Work Conditions/ Hours: Heated and air-conditioned open office/office environment. Noise level is usually low to moderate. Some travel by vehicle may be required at times. The employee may be requested to drive self and others via vehicle. The Respite Center Program provides childcare Sunday 5 PM through Sunday 9 AM. Childcare shifts vary and may include nights and weekends. May be required to work on weekends, depending on program participants' needs and schedules. Will be required to supervise children outside on agency playground and grounds at times.

RISE is an Affirmative Action/Equal Opportunity employer. RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time.

I acknowledge that I have read, understood, and received a copy of this position description. I accept this position with RISE.

Signatures:

Employee signature and date

Printed Name

I have provided this position description to the employee and answered any related questions.

Supervisor signature and date

Printed Name