

# Family Service Advocate (5)

Head Start • Site Location, Varies, Minnesota

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**Job Title:** Family Service Advocate (FSA)

**Department:** Head Start

**Supervisor:** Site Manager

**FLSA Status:** Non-exempt

**Job Status:** Full-time (36 hours/week), School Year position

## RESPONSIBILITIES

The Family Services Advocate (FSA) serves as the primary point of contact for inquiries about Head Start and its services. This role supports and initiates recruitment efforts for Head Start families, ensuring participants fully understand agency policies and services. The FSA establishes and maintains effective community partnerships and referral networks, works closely with enrolled families to develop Family Partnership Agreements, and supports them in reaching their goals. The position ensures integration across all program components—education, family services, and health.

## KEY DUTIES:

### Classroom Support

- Assist in setting up indoor/outdoor learning environments.
- Support child assessments through screenings, observations, and documentation.
- Participate in parent/teacher conferences and family home visits.
- Help with attendance, meal counts, and daily routines (meals, toileting, handwashing, clothing changes).
- Respond to emergencies, provide first aid/CPR, and follow safety protocols.
- Encourage socialization, communication, and positive play among children.

### Family Engagement

- Build respectful, supportive partnerships with families.
- Assist with parent communication, paperwork, and meetings.
- Support families in setting and reaching Family Partnership Agreement goals.
- Provide referrals to community resources and follow up to ensure needs are met.
- Assist families in crisis, including additional home visits when needed.
- Help families access Head Start and community services and ensure smooth program transitions.
- Organize and conduct monthly Parent Committee activities and recruit Policy Council representatives.
- Mentor/coach parents serving in leadership roles.
- Provide translation/interpretation services when bilingual.

### Community & Program Support

- Serve as a liaison between Head Start and partner agencies.
- Promote community partnerships to strengthen family supports.
- Stay current on community resources and identify unmet needs.
- Model and support Semcac's Code of Conduct and Behavior Guidance Policy.

#### **General Duties (for all Head Start Staff):**

- Respect family cultures, languages, and values.
- Maintain confidentiality and act as a mandated reporter.
- Support recruitment and enrollment efforts.
- Participate in professional development and required trainings.
- Promote diversity, equity, and inclusion.

#### **Physical Demands:**

The physical demands outlined below are representative of those that an employee must meet to successfully perform the essential functions of this position. While carrying out job duties:

- The employee is regularly required to sit, speak, and hear.
- The employee is frequently required to stand, move about, use hands and fingers, reach with hands and arms, and position themselves (including stooping, kneeling, bending, crouching, crawling, or sitting on the floor) to meet the needs of children.
- The employee must occasionally lift and/or move up to 50 pounds.
- The employee may occasionally be required to climb or maintain balance.
- This position requires visual abilities including close vision, peripheral vision, and the ability to adjust focus.

#### **EDUCATION AND EXPERIENCE:**

- Working with children birth to age 5+
- Successful completion of Family Services Credential within 18 months of employment at Semcac Head Start. Training provided by Head Start.
- CPR and First Aid certification or willingness to obtain.

- **KNOWLEDGE AND SKILLS:**

Knowledge of community resources.

- Demonstrated effective oral, written, and interpersonal communication skills.
- Awareness of economic and cultural issues facing our constituents.
- Ability to work independently and as part of a team.
- Computer knowledge.
- Demonstrated skills in problem solving and conflict resolution.
- Ability to travel in Semcac Service for meetings, workshops, and conferences.
- Regular, reliable attendance.
- Must have a satisfactory background check.

\*Semcac will provide and pay for, the employees CDA, if they so choose to obtain one.

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*Semcac reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Semcac is an equal opportunity employer.*

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Note to applicants: **DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED ABOUT THE REQUIREMENTS DESCRIBED IN THIS JOB DESCRIPTION.**

Are you capable of performing, in a reasonable manner, with or without reasonable accommodation, the activities described in this job description? Please check one:

☐ YES

☐ NO

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

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Director Signature \_\_\_\_\_ Date \_\_\_\_\_

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| Prepared By: Tara Blom<br>Revision Date: 06/30/2025<br>Approved By: Jeff Rogness<br>Approved Date: 06/30/2025 |
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