

Family Service Advocate (5)

Head Start • Site Location, Varies, Minnesota

Job Title: Family Service Advocate (FSA)

Department: Head Start

Reports To: Site Manager

FLSA Status: Non-exempt

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

Wage: \$18.35 – 19.08/hr.

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:

- Complete accurate record-keeping, case notes, data collection, and other participant documentation as required.
- Complete the application process per program procedures.
- Attend conferences, meetings, and trainings and facilitate program training as needed or requested. •Maintain professional boundaries, and confidentiality, and refer for case management
- Provide families with resources to promote personal growth and adult education opportunities.
- Support and Model Semcac's Code of Conduct and Behavior Guidance Policy and Procedure.

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.

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.

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

Employee Signature Date

Supervisor Signature Date

Director Signature Date

Prepared By: Tara Blom
Revision Date: 06/30/2025
Approved By: Jeff Rogness
Approved Date: