



**HOPE HOUSE CAÑON CITY
JOB DESCRIPTION**

Mission Statement: Hope House Cañon City (“HHCC”) empowers parenting teenage moms to achieve personal and economic self-sufficiency and to understand their significance in God’s sight, resulting in a healthy future for them and for their children.

Position Title: Family Advocate	Full or Part Time: Part-time, Salaried, Exempt
Reports To: Executive Director	Salary Range: \$20-22k/yr part-time (20 hrs/wk)
Department: Program	Benefits: 60 hours of annual paid time off

Position Summary: The Family Advocate (“FA”) is responsible for assisting the Executive Director to coordinate the aspects of Hope House Cañon City’s Individual Growth Plan (“IGP”) for our teen moms, driving growth along both the Economic and Personal Self-Sufficiency continuums. The FA is specifically responsible for assisting teen moms with human services and basic needs and driving growth in the housing, transportation, and financial literacy domains of the HHC Self-Sufficiency Rubric. The FA is the critical communication link between teen moms and the residential staff, helping to lead IGP meetings and assigning and communicating action steps to the teen moms.

Requirements:

- Committed to continually working towards the mission and guiding principles of Hope House Cañon City and sharing the love of Christ in words and actions.
- Applicant must have a valid driver’s license and current automobile insurance.
- Must pass rigorous background and motor-vehicle record checks.
- Self-directed and comfortable/competent working autonomously.
- Must have excellent communication skills and the ability to work well with others.
- Exercises good judgment in a variety of situations.
- Minimum of an associate degree in a human services field is preferred.
- Two years’ case management experience preferred.

Desired Skills and Attributes:

- Experience working with at risk populations, preferably teenage mothers, is valued.
- An understanding of human service rules and regulations is valued.
- Highly organized and detail oriented.
- Good leadership skills and the ability to work well with others.
- Excellent written and verbal communication skills.
- Ability to maintain good working relationships with outside service organizations.
- Able to cultivate and maintain community connections with resources our teen

moms need.

Essential Duties/Responsibilities:

- Help conduct, as needed, an HHCC Connections Meeting with each new teen mom within 1-3 weeks of enrollment, introducing the IGP and rubric scoring system, and reviewing financial assistance guidelines and graduation requirements. At this meeting, help complete the HHCC Needs Assessment with the teen mom to establish her baseline self-sufficiency scores.
- Help lead IGP review meetings with teen moms at least twice a month to review rubric scores and determine next steps to achieve goals.
- Help collect, input, and report data from IGP meetings and other assessments into software platforms utilized by HHCC.
- Develop and maintain relationships with county human services, and remain current on human services rules and regulations.
- Assist teen moms with navigating human services and obtaining basic documents vital to self sufficiency.
- Educate teen moms about housing options (rent readiness, nonprofit partners, housing vouchers, etc.) and assist teen moms with obtaining and maintaining stable housing.
- Assist teen moms with obtaining and maintaining reliable transportation, assistance with obtaining a driver's license, as well as maintaining relationships with nonprofit and business partners who donate and maintain vehicles for HHCC teen moms.
- Help build and maintain nonprofit partnerships that provide for basic needs.
- Participate in the decision-making process to approve participants wishing to move into the residence and work with the Residential Team to handle in-depth case management of those residents.
- Utilize business Champion relationships to provide free services for HHC teen moms (ex: dentists, mechanics, chiropractors, hair salons, etc.).
- Help effectively train and manage a team of volunteers to assist teen moms with assigned case management tasks and staff the house for 24-hour coverage.
- Developing relationships with moms and other employees and volunteers that reflect Christ's grace and truth.

Other Duties and Responsibilities:

- Promote the values of HHCC throughout the organization and external relationships.
- Attend team and organizational meetings, activities, and events.
- Collaborate with HHCC staff and perform job duties to advance the organization's mission and vision.
- Demonstrate ability to work independently and within a team, seeking guidance as appropriate.
- Comply with all organizational policies and procedures.
- This position is expected to work all shifts in the office.

Competencies:

- **Decision Making:** Makes timely, informed decisions that take into account the facts, goals, constraints, and risks.
- **Problem Solving:** Partners with clients to identify and resolve complex or sensitive issues; resolves difficult or complicated challenges.
- **Accountability & Dependableness:** Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight.
- **Ethics & Integrity:** Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- **Results Focus & Initiative:** Focuses on results and desired outcomes and how best to achieve them. Gets the job done.

- **Stress Tolerance:** Maintains composure in highly stressful or adverse situations.
- **Tact:** Diplomatically handles challenging or tense interpersonal situations.
- **Relationship Building:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **Values Diversity:** Helps create an environment that embraces and appreciates diversity.
- **Enforcing rules & regulations:** Enforces rules and regulations and initiates enforcement in a way that is perceived as fair, objective, and reasonable.
- **Coaching & Mentoring:** Enables teen moms to grow and succeed through feedback, instruction, and encouragement.

Supervisory Duties:

None

Work Environment:

This role is expected to work all shifts on the HHCC campus, except when offsite assisting HHCC teen moms. Existing schedule will be flexible and in coordination with other staff in order to maintain 24 hour coverage in the house.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit, stand, and walk as well as bend, squat, and climb stairs. The employee must occasionally lift and/or move up to 25 pounds.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this position. We are a team and support each other in all ways necessary to continue working toward our mission.

It is the policy of Hope House Cañon City to prohibit discrimination on the basis of age, race, sex, color, religion, national origin, disability, military status, genetic information, gender identity or expression, sexual orientation, or any other characteristic protected by state or local law.