



The Brokers of Hope program is currently hiring two Family Advocates to work in the Farmerville/Union Parish region. Familiarity with the region is preferred. Brokers of Hope is a division of The Center for Children & Families.

GENERAL DESCRIPTION:

The Family Advocate/Case Manager provides support for the Brokers of Hope project by coordinating services and community resources for children and families served, conducting telephone and personal intake interviews, providing appropriate information, materials and/or referral to all contacts not eligible for case level services, determining eligibility for case level services within agency policies and priorities, supporting program staff and assisting the Program Coordinator and Director.

QUALIFICATIONS:

- Bachelor's degree in social service-related field or equivalent combination of education and experience.
- Excellent communication skills including collaboration, negotiation, and persuasion preferred
- Ability to work cooperatively with different types of personalities.
- Knowledge and understanding of word processing programs, e-mail, and the internet.
- Ability to maintain confidential information and organization skills.
- Ability to prioritize multiple tasks and remain flexible in a dynamic work environment.
- Knowledge and understanding of issues and dynamics within families in crisis.
- Knowledge of available community resources and ability to create new partnerships with key stakeholders.

ACCOUNTABILITY:

The Family Advocate/Case Manager is hired by the Program Director/Coordinator. The Family Advocate/Case Manager reports directly to the Program Coordinator who is responsible for his/her performance evaluations.



622 Riverside Dr.
Monroe, LA 71201



Tel : 318 398 0945
Fax : 318 398 4314



info@standforhope.org
www.standforhope.org

RESPONSIBILITIES:

- Coordinate services for clients including housing, health, psychotherapy, education, and life skills
- Develop and foster partnerships with key stakeholders and community resources for client's best interest
- Regularly meet with clients and/or family in their home, school, or in the community
- Provide training to clients and community partners regarding the program and relevant topics
- Maintain awareness and sensitivity to service population's cultural and socio-economic characteristics and integrate this into client care
- Facilitate group interactions with clients, collaterals and community partners
- Work collaboratively with therapists, program staff, schools, churches, law enforcement, and community partners
- Organize and maintain client records via electronic health record system
- Gather and report data for outcomes reporting and program evaluation
- Receive necessary information regarding referral of new clients to the program
- Initiate first contact with families and conducts in-home assessment interviews
- Maintain contact with entire case load as per program requirements
- Communicate regularly with Coordinator regarding updates and changes in client progress
- Maintain communication with community partners, agencies and resource providers
- Maintain and update a community resource manual to serve as a listing for program staff
- Participate in weekly supervision with Coordinator to discuss cases and all staff meetings





- Complete work time sheets weekly
- Participate in peer file review monthly
- Complete all necessary training
- Attend conferences, seminars, and meetings as requested by the Program Director/Coordinator
- Participate in performance evaluations of this position as directed by the Program Coordinator
- Demonstrate acceptable level of commitment to the Core Values and Mission of the Brokers of Hope Project and The Center for Children and Families
- Provide assistance to the Program Coordinator/Team Leader as needed and when requested
- Other duties as assigned

Job Type: Full-time

Pay: From \$30,000.00 per year

*Interested applicants should submit a cover letter and resume to hire@standforhope.org.
Learn more about The Center for Children & Families at www.standforhope.org.*



622 Riverside Dr.
Monroe, LA 71201



Tel : 318 398 0945
Fax : 318 398 4314



info@standforhope.org
www.standforhope.org