



Title: Family Advocate 100 Families
Department: Human Services
FLSA: NonExempt (W2 employee)
Location: Craighead County

Position Summary

Provide participant centered, trauma-informed case management that moves families from crisis to career by assessing needs, coordinating care, connecting to resources, and collaborating with the provider alliance. Use HopeHub for all documentation, communication, and reporting. Adhere to Primary Point of Contact Provider (POCP) Standards.

Essential Functions

- **Case Management & Advocacy:** Complete intake, consents, and comprehensive assessments; update assessments at least every 30 days; document contacts, needs, and outcomes in HopeHub; coordinate action plans and Care Team; support court/TDM/DCFS meetings as needed.
- **Participant Engagement:** Maintain regular communication and remove barriers to access; practice Motivational Interviewing; uphold HIPAA/FERPA/COPPA.
- **Collaboration & Meetings:** Attend all alliance meetings, monthly POCP meetings, and weekly 1:1s with the Coordinator.
- **Documentation & Reporting:** Keep HopeHub accurate and current; support monthly/quarterly reporting requirements (eligibility, status, families moving from crisis to career, provider participation; stability changes across domains; training/meeting documentation). All families served must be placed in HopeHub.
- **Work Setting:** Work primarily from a private office for intakes/assessments (POCP does not permit remote from home for these tasks); maintain flexible hours to meet family needs.

GrantAligned Performance Metrics & Measurables

These standards are conditions of satisfactory performance under the grant and CRDC policy. Results are reviewed monthly and quarterly; failure to meet them may result in corrective action up to and including termination.

Qualifications

- Bachelor's in social work, Criminal Justice, or related field (or equivalent experience);
- Strong case management skills; effective communication; basic computer proficiency; social perceptiveness; organization; teamwork; bilingual a plus.
- Reliable transportation, valid driver's license, auto liability insurance; background check, MVR, drug screen. (Agency policy)

Working Conditions

- Frequent local travel for client visits; occasional out-of-town training/meetings.
- Office environment with moderate noise; primarily office based intakes (POCP standard).

Accountability & Employment Status

- This JD sets minimum performance expectations required by the grant and CRDC.
- Employment is W2, nonexempt (confirmed by grant budget classification) and atwill be consistent with CRDC policy and applicable law.

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Please send resumes to sboggs@crdenea.com