



Position Title: Family Advocate

Position Type: Permanent, full-time

Reports To: Executive Director

Hours: 8:00 am – 4:00 pm M-F. Occasional flexibility for evening programming.

POSITION SUMMARY

The Family Advocate is responsible for guiding women through the Milagro House program based on each woman's customized educational and life goals. The Family Advocate must be highly organized, empathetic, compassionate, nonjudgmental, and eager to help women and their children reach a point of self-sufficiency through Milagro House's supportive framework of Education, Housing and Life Skills Programming. This position is an integral part of the holistic framework of support that is the underpinning of the success and impact of the Milagro House program model. As such, the Family Advocate will work in tandem with the Director of Education, the Education Facilitator and the House Manager to ensure coordinated, effective delivery of services.

ESSENTIAL FUNCTIONS (including but are not limited to):

RESIDENT APPLICATION MANAGEMENT:

1. Answer informational phone calls from prospective applicants and referral sources. Explain program requirements and application procedures in a courteous and thorough manner.
2. Screen all applications from potential residents and:
 - a. Schedule and conduct interviews for applicants that meet program criteria.
 - b. Maintain waiting list of approved applicants; prioritize according to need and availability. Maintain contact with approved applicants until scheduled move in.
 - c. Contact applicants who are not appropriate for the program and offer to connect them to appropriate resources.
3. Work in tandem with the Director of Education to schedule and conduct educational testing and assessments for prospective residents.

NEW RESIDENT ONBOARDING:

1. Work directly with the House Manager to determine room assignment and to ensure resident room is ready for occupancy.
2. Fully explain the requirements, rules and expectations of Milagro House to new residents; ensure understanding and completion of resident forms.
3. Develop and implement a new resident "buddy" system.
4. Conduct initial assessments including a Bio/Psych/Social screening.

ONGOING CASE MANAGEMENT:

1. Work in tandem with the Director of Education, Educational Facilitator and the House Manager to plan and implement each woman's customized educational and residential goal plan.
2. Meet weekly with each woman to set and assess customized SMART (Specific, Measurable, Attainable, Realistic, Timely) goals.
3. Identify/address potential areas of resident conflict and model conflict resolution strategy.
4. Ensure residents are abiding by the requirements and expectations of Milagro House. Complete written warnings and resident improvement contracts as necessary.
5. Conduct periodic (30, 60, 90 day) reviews (in tandem with Director of Education, Educational Facilitator and House Manager) to ensure that women are on track with their customized goal plans.
6. Cultivate, maintain and refer program participants to community partner programs (e.g. CareerLink, New Choices, etc.). Monitor and record any necessary information/data pertaining to Milagro House residents that are participating in these programs.
7. Conduct monthly house meetings with residents to address group accomplishments and concerns.
8. Attend social service conferences and appointments with women as necessary. Advocate and model advocacy skills; empower women to ultimately advocate for themselves and their children.
9. Assist in housing application process to secure apartments for women completing the Milagro House program.
10. Work with residents to secure exit plans and post program expectations (Beyond Milagro House).
11. Provide modified case management, as needed, for non-residential educational students.

COMMUNITY AND OUTSIDE AGENCY RELATIONS:

1. Identify, cultivate and maintain partnerships with outside agencies and community resources that support overall case management goals (clothing, food, housing, government assistance, etc.). Make referrals, as needed, to support individual goal plans.
2. Identify, cultivate and maintain a pipeline of sources who have the potential to refer prospective residents to the Milagro House program.
3. Represent Milagro House, as requested by the Executive Director, at community meetings and industry-related events.

BEYOND MILAGRO HOUSE (BMH):

1. Schedule monthly BMH check in meetings with BMH participants during their first year after program completion.
2. Provide "care boxes" to assist BMH women with household supplies.
3. Complete budget and savings contribution eligibility with BMH women participating in the savings assistance program.
4. Assist with employment and housing retention, and ensure proper and appropriate intervention when issues arise to prevent instability.

BEYOND MILAGRO HOUSE (cont.):

5. Create and send out monthly email “newsletters” to provide extra resources and information to BMH participants.

HOUSE DUTIES:

1. Report house maintenance issues to the House Manager for repair scheduling.
2. Act as on-call staff once every 4-5 weeks. (*Note: on call staff receives an additional day off immediately following an on-call shift*).
3. On occasion, transport women and children to appointments as needed.

REPORTING AND OUTCOMES MEASUREMENT:

1. Keep complete, accurate, individual case management records in electronic binders on the organization’s secure server.
2. Enter client data regarding individual and common goals using Charity Tracker software.
3. Provide outcomes measurements for development staff to use in preparing board reports. funding applications and grant outcomes reporting.

DESIRED QUALIFICATIONS:

1. Bachelor’s degree in Human Services related field (e.g. Social Work, Psychology, Family Studies, Public Health). An advanced degree is a plus.
2. Self-starter with the ability to think creatively and handle several tasks simultaneously.
3. Comfortable working as part of a small non-profit team.
4. Familiarity and experience working with a diverse demographic. Knowledge of the unique challenges faced by women and children facing poverty and homelessness is a plus.
5. Have (or be able to successfully obtain) child abuse clearances and criminal background checks.
6. Experience with Microsoft Office and database management.
7. Valid PA Driver’s License.
8. Other duties as assigned by the Executive Director.

APPLICATION INSTRUCTIONS:

Please email resume and cover letter (along with salary requirements) to:

Christina Duncan, Executive Director: chris@milagrohouse.org

No Phone Calls, Please.

Milagro House offers an outstanding benefits package including Medical, Dental, Vision, LTD and Life insurance, 403(b) savings plan and a generous PTO allowance.

For more information, please visit our website: www.milagrohouse.org

Milagro House is an Equal Opportunity Employer.

ABOUT MILAGRO HOUSE:

Now in its 24th year, Milagro House's mission is to provide educational programming, housing and life-skills training for women and their children who would otherwise be experiencing homelessness. Our vision is to turn a woman's goal of getting an education into an achievable reality by removing the barriers to betterment and self-sufficiency that women in poverty often experience.

Women living at Milagro House with their children are either working on completing their high school education through our high school equivalency program, or are enrolled in a post-secondary program of study at a local college or certification program. We have the capacity to serve nine women and their children (12- 18 children reside with their mothers at Milagro House at any given time).

Our program is built on the foundation that an education opens doors to success; a catalyst that moves families from poverty into the economic mainstream. Empowering women to achieve their educational goals has a positive effect on the families we serve and on our community as a whole. Since 1998, Milagro House has helped women and their children achieve their dream of long-term sustainability through education. Milagro House is a 501(c)(3) organization located in downtown Lancaster, Pennsylvania.