



409 Ayers Street
Memphis, TN 38105
901.467.0122

FAMILY INN: FAMILY ADVOCATE

HOURS: Full-time, 40 hours per week, Flexible to meet program goals. Will include some evenings and weekends

SUPERVISOR: Family Inn Director

JOB SUMMARY: The Family Advocate works as a member of a multi-disciplinary team providing intensive case management and care coordination for families experiencing homelessness. The team is focused on working with partner organizations and MIFA to provide for the immediate and ongoing needs of these families, providing short-term supportive housing, crisis management, referral to appropriate resources, access to benefits and entitlements, appropriate and affordable housing, as part of a comprehensive approach to ending homelessness and achieving self-sufficiency.

DUTIES AND RESPONSIBILITIES:

Family Advocate duties & responsibilities:

- Participate in the day to day operations of the Family Inn program.
- Screen family referrals from MIFA upon identification of appropriate families for the Family Inn.
- Work with the Family Inn Director to encourage parents to coordinate with other available resources to create a sustainable housing solution.
- Perform daily (and as needed) welfare checks and status updates with families enrolled in the Family Inn program.
- Review housing records and current enrollment with agencies and other available resources, obtain releases from guests to gather collateral information for parents and children. Create and update electronic records in a timely manner with guest interactions, appointments and encounters.
- Work with the Family Inn Director to ensure quality care for parents and children in the Family Inn program, including helping to identify psychological, social, and educational needs.
- Develop, implement and maintain a case plan as needed for families (parents and children) upon admission to the program.
- Help families seek opportunities for further care and services within the community.

- In connection with Guest Services Coordinator, recruit and train volunteers to be Family Housing Navigators and facilitate the process of connecting each family with a Navigator to assist with transition into their new home and 6 month follow-up.
- Meet with and collect reports from Family Housing Navigators throughout the process.
- Determine Education and Recreation Plan with each family including school schedule, transportation, and afterschool programs specific to each child.
- Maintain the virtual learning environment and children/youth play areas, including training volunteers to staff programs (in connection with Volunteer Coordinator and Director of Programming)
- Collect, track, and properly store data for all Family Inn programs.
- Update Family Inn program, volunteer, and staffing calendar.
- Respond to inquiries about the Family Inn program from calls, emails, and visitors.
- Follow Policies and Procedures of the Family Inn program.
- Respond to emergency situations as needed, complete incident reports when necessary.
- Secure transportation for families to and from program related appointments, interviews, and meetings.
- Adhere to all state and federal privacy regulations, including HIPAA regarding confidentiality, privacy, and security. Support compliance with all privacy and security requirements pursuant to community partners and outside providers confidentiality agreements. This includes immediately reporting any breach of protected health information or personal identification information.
- Ensure that all adults volunteering or otherwise entering the Family Inn program have an approved background check and have completed Stewards of Children training before interacting with children and that all staff, volunteers, parents, and other adults comply with the Child Safety Policy at all times.
- Attend all mandatory training in a timely manner.
- Attend weekly staff meetings and provide current information to the team regarding guests' participation in programs and other activities.
- Participate in compliance, quality assurance and quality improvement activities as directed.
- Perform other duties as assigned.

Physical Requirements:

The requirements described here are representative of what must be done to successfully perform the essential job functions. Reasonable accommodations may be made to enable

individuals with disabilities to perform the essential job function.

- Regularly required to sit, walk, stand, bend, and stoop to access information and materials in file cabinets shelves and closets
- Normal range of hearing and vision is required in this position with or without correction
- Must be able to work with background distractions
- Frequently requires use of equipment such as telephone, copiers, computers and fax machine
- Ability walk up stairs

Personal Characteristics:

- Demonstrated ability to work effectively and collaboratively with a culturally diverse population of guests, other care providers, family and community members
- Ability to work collaboratively as a member of a team
- Ability to work as an effective advocate for guests
- Ability to work well with children
- Organized and detail oriented
- Ability to function under pressure
- Ability to be flexible, open and responsive to crisis management

Qualifications

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

- Ability to navigate Google Suite applications including Google Calendar, Google Drive, Sheets, Docs, and Gmail. (Training provided)

Education and Experience Requirements

- Bachelor's Degree required; Master's preferred
- Minimum 5 years of experience with at risk families

This job description is not meant to be a complete listing of professional duties or responsibilities.

Executive Director reserves the right to amend any job description and/or procedures. Every effort will be made to notify employees of changes within a reasonable amount of time.

My signature below indicates that I have read and understand what is required of my position.

Employee Acknowledgment of Receipt

Date

Immediate Supervisor

Date

Room in the Inn-Memphis is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.