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Job Title: Family Advocate  
Reports to: Family Services Director  
Position Type: Full-Time, Exempt

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## Who We Are

Family Promise of Waukesha County is dedicated to serving families with minor children who are experiencing or at risk of experiencing homelessness. We believe in treating every individual with dignity, recognizing their ability to identify their own solutions, and helping them secure permanent housing with the proper support from the community. Our team is passionate, dedicated, and committed to maintaining high standards of service to families, volunteers, and one another.

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## Position Summary

The Family Advocate supports families experiencing or at risk of homelessness by addressing challenges that impact their economic, physical, and emotional well-being. Using a trauma-informed and client-centered approach, the Family Advocate facilitates goal-setting, connects clients to essential resources, and supports them in navigating a path to housing independence and self-sufficiency. This position operates in a team-focused environment with an emphasis on prevention, diversion, sheltering, and stabilization of families with minor children.

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## Qualifications and Competencies

### Minimum Requirements:

- Bachelor's degree in Social Work, related field or work experience in an equivalent field.
- Experience working with families experiencing homelessness is preferred.

### Key Competencies:

- Demonstrates a trauma-informed and client-centered approach to clients.
- Superior listening, oral, and written communication skills.
- Knowledge and adherence to the NASW Ethical Standards.
- Ability to set clear and appropriate boundaries with all stakeholders.

- Flexibility, adaptability, and the ability to effectively manage crisis.
  - Strong organizational and leadership skills.
  - Proficiency with Google Workspace and Microsoft Office products.
  - Cultural competence and ability to work with diverse populations.
  - Commitment to advocate for and empower families.
  - Maintains confidentiality and discretion.
  - Ability to speak Spanish is highly preferred.
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## **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

### **Family Advocacy**

- Provide direct advocacy for families experiencing or at risk of homelessness, focusing on prevention, diversion, shelter, and stabilization.
- Utilize the foundations of stability to develop individualized service plans with each family, setting measurable goals toward achieving permanent housing and independence.
- Assist families in navigating the housing market and securing stable housing.
- Connect families to community resources, such as financial assistance, healthcare, childcare, transportation and education services.
- Conduct regular home visits to ensure progress and provide ongoing support.
- Assist clients in finding meaningful and fairly compensated work.

### **Resource Coordination and Follow-Up**

- Maintain thorough and timely records in organizational systems, including Homeless Management Information System (HMIS) and Coordinated Entry.
- Provide post-discharge support for families, maintaining regular contact for up to a year to ensure long-term stability.
- Assist in the development and delivery of workshops and educational sessions on topics such as financial literacy, mental health, and parenting skills.

### **Team Collaboration and Administration**

- Collaborate with the Executive Director and Family Services Director to make informed decisions on family service plans.
- Maintain accurate documentation of referrals, outcomes, and program data.
- Track work hours and assign to the appropriate program.
- Orient families to program requirements and expectations.

## **Community Engagement**

- Advocate for families within the broader community, fostering partnerships with local agencies, organizations, and stakeholders to maximize resources.
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## **Work Environment**

- Operates in an office environment within a day center for homeless families.
  - Regular interaction with clients, volunteers, donors, and community partners.
  - Requires home visits and other local travel during business hours.
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## **Physical Demands**

- Regularly required to talk and hear.
  - Frequently required to stand, walk, and use hands to operate office equipment.
  - Ability to lift and move up to 25 lbs.
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## **Position Type/Expected Hours of Work**

- Full-time, exempt position.
  - General hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.
  - Evening and weekend hours are regularly required to meet program and client needs.
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## **Travel**

- Local travel by automobile is a regular part of the position.
  - Occasional evening and weekend travel.
  - Rare out-of-area or overnight travel.
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## **Work Environment and Physical Requirements**

- Office-based role within a day center shelter, requiring regular interaction with guests, volunteers, and visitors.
  - Regular use of computers, phones, photocopiers, and filing systems.
  - Requires local travel during the business day and occasional evening/weekend hours.
  - Must have a valid driver's license and reliable transportation.
  - Ability to lift and move objects up to 25 lbs.
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## **Benefits**

- Competitive salary based on experience.
  - Health Reimbursement Account for premiums or deductibles.
  - Simple IRA with up to 3% employer match.
  - Paid time off.
  - Opportunity to work in a collaborative, growing agency committed to supporting families in need.
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Note: This job description is not exhaustive and may be updated to reflect evolving needs.