

Family Advocate INTERNAL POSTING

Florence Crittenton Services is looking for a passionate **Family Advocate** to provide youth-based wraparound case management for youth parents including their support systems such as families, partners, etc. In collaboration with other campus staff, the Family Advocate will provide options for targeted wraparound services to support in prioritizing education, strengthening emotional intelligence, developing positive relationships, navigating community resources, maintaining health and wellness, and developing parenting skills. The Family Advocate will manage a blended caseload of enrolled students, student-aged youth, and program alumni, providing an opportunity for continuity of care through multiple service departments and consistent check-ins on youth-led goals.

What You Will Do:

- Provide youth-centric case management by supporting youth parents, some of whom are Spanish-speaking English Language Learners, to navigate institutional systems (e.g., legal, community-bases, health, human services, etc.) and support/coach them in processes for seeking and attaining services/benefits for themselves and their children.
- Support youth in navigating service appointments (e.g., probation officers, case managers, health providers, etc.) and assist with transportation as needed.
- Work with youth to create their Individual Service Plans, including setting their goals, creating action steps, and checking-in on their progress
- Track output data (e.g., progress towards youth-led goals, notes capturing youth skillsets displayed during work together, attainments of benefits, etc.)
- Support youth parents in developing their skillsets through conversation, modeling, independent action, and skill coaching.
- Evaluate youth skillsets through an evaluation process that includes goal-tracking, parent-staff conferences, and quarterly life skills evaluations
- Establish a strong presence on campus and promote meaningful interpersonal communications with FloCrit Services' youth and their families in an effort to develop trust.

- Promote an environment that values personal safety, trauma informed care, strength-based language, harm reduction, and risk prevention in support of academic success and personal development
- Supports in connecting youth to resources in their community and on campus, including, but not limited to, clinical, housing, and post-secondary departments. Utilizes appropriate referral processes to ensure that a smooth hand-off to each department is completed and maintained
- Assists program staff on inter-agency collaboration for ongoing delivery of activities addressing issues of homelessness, domestic violence, sexual violence and rape, stalking, harassment, bullying, and other forms of violence. Utilizing the lens of intersectionality, strengths-based language, trauma informed care.
- Participate in all appropriate and assigned meetings: care team, programmatic, all staff, departmental, one-on-one staffing, celebrations, etc.
- Perform other duties as required and necessary to ensure the success of Florence Crittenton Services.

Knowledge, Skills and Abilities:

- Consistently promote, support, work and act in a manner in support of Florence Crittenton Services' vision, mission and values.
- Manage emotionally charged and/or stressful situations utilizing the skills of unconditional positive regard and trauma informed care towards both staff and youth.
- Proficient writing skills and ability to confidently speak to large groups.
- Excellent relational skills, customer service orientation, and a mindset of cultural humility.
- Uplift youth and their voices through working WITH them, placing them in the driver's seat of their services, challenging them to step-in, and always encouraging them
- Outstanding time management and organizational skills.
- Ability to maintain professional boundaries with youth
- Ability to self-initiate and self-direct workflow. A willingness to make mistakes and learn from them on a regular basis.
- Ability to complete data entry in a timely manner
- Strong collaboration skills with initiative, determination, flexibility and a sense of humor.

- Knowledge of computers including Microsoft web-based systems, word processing, database management, internet, and Google Drive.

Education & Experience:

- Bachelor's degree preferred.
- Bilingual in Spanish preferred.
- Two or more years of experience in any of the following fields: case management, human services, youth development, life skills coaching, social work required.
- Two or more years working with youth required.

Why Join Us?

- Competitive salary: \$53K - \$75K annual.
- Comprehensive health, dental and vision benefits.
- Company-paid group life, short- and long-term disability.
- Generous PTO and paid holidays.
- 401(k) with employer match and 100% vesting after 6 months.
- Meaningful, mission-driven work every day.

If you're committed to equity, empowerment and culturally responsive care, we'd love to hear from you.

Internal application deadline: **Wednesday, June 3, 2026**. Please submit resume and letter of interest to the HR Department.