



Family Support Advocate

Date: 7/8/2026

Reports to: Community Services Director

Classification: Full-time 12 Month

Department: Community Services

Status: Non-Exempt

Position Summary:

The Family Support Advocate engages families and community members through various NEK-CAP, Inc. services using a strengths-based, whole-family approach. Qualified individuals will be responsible for completing program applications, providing service coordination, understanding and providing information about local resources, documenting services and program data, and maintaining community connections for local resources. This position will serve multiple counties in our service area as assigned by the program director. Work is performed under the supervision of the Community Services Director and reviewed through regular supervision, reports, and program achievements.

Essential Functions

Program Support

- Complete intake application process with applicants started through online pre-applications, referrals, and phone calls. Provide support during intakes for service coordination needs such as follow-up meetings, referrals, and documentation.
- Determine service eligibility based on program policies and income requirements
- Review family data form for returning participants to ensure demographic and income information is accurate to meet program eligibility guidelines and data accuracy needs.
- Review strengths assessment and create family goal plan with program participants to identify family strengths, needs and goals to encourage positive family outcomes.
- Refer customers to community resources for appropriate services based on needs such as employment assistance, housing assistance, legal aid, medical treatment, or financial assistance and counseling, mental health or addiction services, domestic violence providers, and educational providers.
- Encourage ongoing communication and follow-up appointments to improve skill building and communication of strengths, barriers, and success towards goals.
- Facilitate or assist with Filling the Gap or other potential food distribution programs as assigned to meet local needs for food security.
- Report child or adult abuse/neglect/exploitation as needed, communicate concerns with program director and document in file.

Community Engagement & Collaboration

- Participate in local and regional community groups that address services, local needs, community planning, and resources.
- Participate in community events including but not limited to resource fairs, health fairs, awareness events, or other events as identified to increase the awareness of NEK-CAP, Inc.'s programs and services available as they tie to events and county needs.
- Serve on policy-making committees, assist in community development strategies, and assist client groups by advocating for solutions to poverty and its causes and conditions.
- Develop strategies for improving coordination and collaboration with human service providers, health care providers, emergency management, educational institutions, business and faith-based organizations across service area.

- Represent and advocate for the agency to public/private organizations and community networking meetings (formal and informal). This may include public speaking as assigned by the Community Services Director.
- Facilitate or assist with Poverty Simulation and/or REALL simulations as scheduled by community groups. Promote simulations to local groups to increase awareness of poverty.
- Attend community and agency meetings including focus groups for Community Needs Assessment and Strategic Planning as assigned to advocate for family, community, and agency needs and best practices.
- Understand Federal, state, and local standards as they apply to CSBG and other programs or grants utilized for services.

Data Analysis & Reporting Provide regular reports to director on community meetings, activities, goals, outcomes and potential impacts.

- Report any suspected child/adult abuse or neglect to appropriate authorities.
- Document contacts, intakes, and ongoing services in agency database to capture program information regarding services provided, outcomes achieved, case notes and impacts created in the community.
- Monitor local program budgets to determine availability of funds for local needs, including communication with Community Services Director and fiscal department for reconciling.

Knowledge and Experience To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education

- Bachelor's degree from an accredited institution preferred. Preference will be given to degrees in Social Work, Human Services, Family Studies, Counseling, Community Development or Public Administration.
- Minimum requirement must be High School Graduate or GED recipient with two years' experience in social services or service coordination.

Essential Skills

- Proficient with computer and software skills including Microsoft Word documents, spreadsheets, and data software applications
- Basic understanding of general office equipment such as photocopiers, faxes, and phone systems
- Excellent written, verbal, and interpersonal skills for communication with the public, community partners, and co-workers.
- Strong organizational, time management, and executive functioning skills
- Basic understanding of data quality and importance
- Commitment to confidentiality and best practices
- Multilingual skills including proficiency in Spanish to support communication with multilingual families.

Desired Skills

- Proficient knowledge or ability to learn local community resources
- Ability to learn and adapt to program and caseload needs while building knowledge and skills
- Ability to demonstrate or learn group presentation skills
- Displays passion and optimism

Cultural Competencies

- Uphold the shared values of the agency per the Employee Handbook and program policies
- Support management decisions both in actions and words.
- Attend all required training as assigned to promote professional development
- Complete other duties as assigned for programmatic success and impacts.

Physical Requirements/Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to travel throughout the service area and attend meetings, community events, and training. Includes potential to travel during inclement weather.
- Ability to sit, stand, and use standard office equipment for extended periods.
- Ability to speak and hear others speaking.
- May require occasional evening or weekend attendance at community meetings or events.
- Must possess a valid drivers license and be able to use company vehicles for travel.

The duties listed above are intended only as illustrations of the various types of work that may be performed by this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer requirements of the job change.