

Advocates For Families  
**Parent Support Team Lead Job Description**

**GENERAL DESCRIPTION:**

The Parent Support Team Lead will provide supervision for the parent support services staff. Additionally, they will provide client directed educational services and case management for PSS clients registered in AFF services. These services are provided by the client's choice of meeting space, at home, in office, or at an agreed upon location. The parent support team serves individual or group services aimed at preventing potential or secondary abuse and neglect for an "at risk" population of parents or care-givers who are residents of Ashland County, Ohio. The Parent Educator will create a safe place for parents to discuss and problem-solve family behaviors. The goal is to strengthen families so they can be the best family possible.

**QUALIFICATIONS:**

The Parent Educator should have the following skills and experience:

- Bachelor's degree in social service-related field or equivalent combination of education and experience
- The ability to communicate with, nurture, educate and empower parents or care-givers to be effective in their roles
- The ability to work cooperatively with different types of personalities
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect
- Commitment to strengthening and supporting families
- Ability to read, write and speak English
- Able to help families develop case goals and plans
- Ability to work independently but with strong teamwork commitment.
- Ability to use the computer for case notes, entry into the database and periodic reporting.
- Good interpersonal, communication, and organizational skills.
- High ethical standards. No criminal record or history of founded child or adult abuse/neglect.
- Valid driver's license, reliable vehicle and car insurance

**ACCOUNTABILITY:**

The PSS Team Lead reports directly to the executive director, who is responsible for his/her performance evaluations and board interaction

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**RESPONSIBILITIES:**

- Lead the team of parent support specialists, giving supervision and support.
- Schedule, conduct and document regular home/office/group sessions with participants and their children to deliver a curriculum designed to teach basic parenting skills and child development.
- Plan and implement individual parenting programming designed to meet specific needs of assigned families; including divorcing parents, incarcerated parents, group, and individual education.
- Some evenings and weekends may be required.
- Good working knowledge of agencies grant requirements. Help with finding and writing new grants.
- Be responsible for understanding additional AFF programs and other service providers services.
- Provides intake and case assignment to other PSS staff. Have a good working knowledge of all PSS cases assigned.
- Document case records, client contacts and support contacts.
- Review PSS staff monthly logs and the monthly log of families served.
- Provide community education related to the program.
- Promote community awareness of programs through presentations to community, church, civic and school groups and through use of local media.
- Collaborate with community partner agencies to access services for participating families.
- Complete required paperwork including monthly reports, documentation and grant reports for home visitation and group sessions.
- Plan and hold monthly PSS staff meetings.
- Attend any required meetings with grant holders or the agency as requested.
- Evaluate program effectiveness.
- Provide support and guidance for PSS staff and clients regarding court hearings.
- Attend court hearings when possible and track court dates.
- Provide and attend training sessions that increase knowledge pertinent to PSS caseload. (Boot Camp, staff meetings, DJFS monthly case management meeting.)
- Assist in the recruiting, screening, interviewing and training of new staff.
- Provide referrals as needed.
- Keep receipts of any program supply expenditures and keep mileage documentation.
- Work in an efficient client centered manner.
- Provide staff and clients with a good role-model.
- Work to promote the good name of Advocates For Families.
- Send out divorce emails prior to classes. Scan certificates to the county clerk. Enter stats in the online system.
- Facilitate and manage individual and group programming.
- Other duties, as may be assigned by the executive director or the chair of the board.