



ECEAP FAMILY SUPPORT ADVOCATE

WHO WE ARE -

Since 1903, YWCA Spokane has been helping women and children overcome social, economic, and personal barriers in order to accomplish their goals and achieve healthier and more fulfilling lives.

Today, areas of focus include supporting victims of intimate partner domestic violence, promoting early childhood education, and fostering the economic advancement of women. In addition to providing free, confidential, and trauma-informed programs and services to approximately 15,000 in and around Spokane, YWCA is focused on confronting racial and social justice issues impacting our clients and our community.

Funded by the State of Washington, the ECEAP (Early Childhood Education and Assistance Program) is a comprehensive preschool program that provides free services and support to eligible children and their families. The goal of the program is to help ensure all Washington children enter kindergarten ready to succeed. The program includes: early learning preschool, family support and parent involvement, and child health coordination and nutrition.

Please visit ywcaspokane.org/about/our-impact/ to learn more.

BENEFITS OF BEING A YWCA SPOKANE TEAM MEMBER –

Compensation for this role:

Pay Range: \$23.29-\$27.95 per hour, depending upon experience

Additional Pay Opportunities:

- **Bilingual Pay Differential** — additional **\$3 per hour pay premium** for employees who utilize a qualifying second language in the workplace, applicable to all hours worked.

Position Status: Full-time, salary, non-exempt

Schedule: 40 hours per week, 43 weeks per year; *evenings, weekends, and extended hours may be required.*

Location: Downtown Spokane

The YWCA Spokane offers a competitive benefits* package including;

- Medical, dental and vision insurance
- 11 Paid Holidays
- Paid Time Off (accessible at time of hire)
- Ongoing training and development
- Flexible Spending & Dependent Care Account Options
- Employer Paid Life Insurance
- Employee Assistance Program
- Employer funded retirement plan & 401K options
- 50% off YMCA Membership

**Benefit eligibility dependent upon employment status.*

WHAT WE ARE LOOKING FOR –

YWCA Spokane ECEAP is looking for a Family Support Advocate who will be responsible for ensuring delivery of health and social services to enrolled children and their families in YWCA Spokane's ECEAP program. This role requires the maintenance of individual child and family records, tracking statistics of service provisions for an assigned caseload, and compiling of data for program reporting. It also requires the development and implementation of Mobility Mentoring to engage and coach caregivers, while acting as a highly collaborative team member with the assigned Direct Service Team (DST) and parents to provide integrated services to children and families.

WHAT YOU'LL BE DOING –

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The essential functions of the position include but are not limited to the following:

Family Engagement and Advocacy

- Building trusting relationships with families by maintaining regular contact through home visits, phone calls, and in-person meetings.
- Conducting family needs assessments and utilizing the mobility mentoring model to develop individualized plans to support families in identifying and achieving their goals.
- Providing advocacy and support to families accessing community resources, such as housing, food assistance, healthcare, mental health services, and employment support.
- Encouraging and supporting parent participation in program activities, including parent meetings, workshops, and volunteer opportunities within the classroom.
- In collaboration with the Direct Service Team (DST), organizing and conducting parent orientations, explaining parents' rights and responsibilities in ECEAP, relevant ECEAP policies, and curriculum approaches.
- Planning and facilitating parent education workshops and family engagement activities that support positive parenting, child development, and school readiness.
- Empowering families by providing information on child development, positive behavior guidance, and strategies to support their child's learning and growth at home.

Enrollment Management

- Organizing and conducting ongoing recruitment to ensure full enrollment; work with caregivers to determine enrollment eligibility, complete priority applications, and ensure the most vulnerable families are enrolled.
- Managing children's attendance and maintain full enrollment for an assigned caseload.

Child and Family Health Services

- Collaborating with parents to ensure children are up-to-date with well-child checks, immunizations, dental care, and other health-related services.
- Creating Individual Health Plans (IHP) based on the health and diet history of the child (ren) enrolled.
- Assisting families in understanding and completing required health, nutrition, and developmental screenings and assessments.
- Coordinating referrals for children needing additional developmental, mental health, or behavioral support and providing follow-up to ensure families receive appropriate services.

Program Coordination and Compliance

- Working closely with classroom teachers and other ECEAP staff to ensure comprehensive services are delivered to children and families.
- Maintaining accurate and confidential records of family contacts, services provided, and follow-ups in compliance with ECEAP and organizational policies.
- Inputting mandatory documentation within individual child files and the electronic database, ELMS (early learning management system); including communication with families, referrals, follow-up to referrals, and volunteer activity
- Attending and participating in regular team meetings, professional development sessions, and ECEAP trainings to stay informed about best practices and program updates.
- Supporting teachers in classroom operations when needed.

Cultural Competency and Inclusive Practices

- Fostering an inclusive and equitable environment by recognizing and valuing the diverse cultural, linguistic, and socioeconomic backgrounds of families.

- Promoting practices that are respectful, responsive, and trauma-informed, aligning with YWCA Spokane's mission to eliminate racism and empower women.

WHAT YOU WILL BRING TO THE POSITION –

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

Education/Experience:

- Associate's degree in Social Services, Human Services, Family Support field or related field and/or one (1) year of an equivalent combination of education and experience preferred.
- Minimum of two (2) years of experience working in family support, case management, or social services, preferably in early childhood or educational settings preferred.
- Understanding of ECEAP philosophy, performance standards, and regulations.
- A valid driver's license and active vehicle insurance is required.
- Reliable transportation is essential for fulfilling responsibilities of this role.
- Must maintain 20 hours of ongoing training annually; 10 hours must be STARS training hours and 5 hours in management/leadership.

Competencies:

- **Cultural Humility** - Demonstrate a commitment to self-reflection, ongoing learning and respectful engagement with diverse cultural perspectives, emphasizing an awareness of the impact of power dynamics and a willingness to learn from and address them.
- **Commitment to Equity and Inclusion** - Strive to create fair and just conditions for all, while recognizing systemic inequities. Foster a sense of belonging that promotes diversity, work to address barriers, and ensure that everyone has access to the same opportunities and resources regardless of their background or identity.
- **Trauma-Informed Practice** - Create environments and approaches that acknowledge the prevalence and impact of trauma, prioritize safety, and foster healing and resilience. Understand, recognize, and respond to the effects of trauma while actively working to avoid re-traumatization.
- **Fostering an Empowering Environment** - Encourage an atmosphere where individuals feel valued, supported, capable, and resourceful.
- **Professional Conduct** - Consistently act in a manner that is honest, fair, and respectful while taking responsibility for one's actions and decisions. Maintain integrity and build trust while adhering to the agency's code of ethics and professional guidelines.
- **Adaptability and Resilience** - Demonstrate openness and flexibility to work with changing circumstances and unexpected challenges. Adapt to the situation at hand by contributing solution-oriented ideas while advocating for the support needed to reset and achieve set goals.
- **Effective Communication** - Communicate clearly, accurately, and in ways that are understood by the intended audience. Actively listen and respond in a constructive, open-minded, and empathetic manner that ensures mutual understanding and respect.
- **Problem-Solving and Critical Thinking** - Help identify potential solutions to challenges proactively. Contribute ideas, perspectives, and strategies that contribute toward informed decisions that align with the agency's mission and values while helping to achieve set goals.
- **Human-Centered Approach** - Prioritize providing compassionate, respectful service that aims to create solutions that are not only functional and effective but also meaningful and engaging for clients, staff, and our community.

- **Effective Interpersonal Skills** - Be supportive, kind, empathetic, and patient with colleagues, administrators, clients, and community partners. Contribute toward a climate of mutual respect and appreciation.
- **Independent Work Efficiency** - Able to work independently in an efficient and productive manner.
- **Reliability and Continuous Improvement** - Demonstrate reliability and a commitment to continuous improvement.
- **Demonstrates Understanding and Acceptance of Mission, Values, Goals, and Objectives** - Clearly understand and actively support the mission, values, goals, and objectives of YWCA and its programs.

YWCA Spokane values a diverse workplace and strongly encourages communities of color, women, LGBTQ+ individuals, people with disabilities, foreign-born residents, veterans, survivors of domestic violence, and people with lived experience to apply.

HOW TO APPLY –

Please apply by following the hyperlink and following the application instructions on our job portal:

[AppOne—YWCA Spokane Job Openings.](#)

*Applications that do not include both a resume and cover letter may not be accepted.

YWCA Spokane is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.