Join our team! You could play an important role at Cocoon House.

We empower young people, families, and communities to break the cycle of homelessness through outreach, housing and prevention. Through our programs, we serve hundreds of youth and their families throughout Snohomish County. To learn more, please visit our website at http://www.cocoonhouse.org

We're looking for a **Bilingual Family Support Advocate** –

**Job Purpose and Additional Details:**

This position works with Spanish- and English-speaking youth ages 12-17 and their families to prevent youth homelessness by helping the family work through any conflict or other issues that may result in the youth running away or being kicked out, thus stabilizing the youth in their home. This position will work collaboratively with families to set and work toward goals, and will work with families as a whole and with members individually to build skills and tools to be successful as a cohesive unit. This position is highly mobile, meeting people in the community or in their homes. This position partners closely with schools, community centers, and other providers to effectively serve families and provide appropriate, comprehensive referrals. The Family Support Advocate also supports parenting classes, parent drop-in, and WayOUT seminars.

**Pay:** $17.50 to $19.00 per hour, DOE

**Hours:** Full Time, 40 hours per week:

- This position requires a typical work schedule of Monday-Friday with some flexibility to work one weekend every other month and some evening hours as late as 8:30pm, with a high level of flexibility to meet families’ scheduling needs. Work weeks will not exceed 40 hours per week.

**Benefits:** Eligible for benefits after 60 days

**Job Title:** Bilingual Family Support Advocate

**Reports to:** Senior Program Manager - Services

**Job requirements:**

- Conduct community outreach to build caseload and cultivate referral base for families, with an emphasis on Latino/Hispanic families.
- Work with families to develop and work toward goals, with ultimate view to family stability. Provide referrals and connection to services as needed, including transportation if applicable.
- Work with family to identify and build support network outside of Cocoon House.
- Collaborate with other Cocoon House programs and community resources to support families with wraparound support as needed.
- Provide support and facilitation for WayOUT seminar, parenting classes, and parent drop-ins as needed, especially with Spanish-language classes and seminars.
- Work to maximize client safety by assessing emergency situations, getting proper support as needed, and following mandated reporter requirements.
- Maintain a cooperative and effective environment free of discrimination, retaliation, and harassment.
• Collect and enter data to meet all weekly, monthly, quarterly, annual, and other assigned deadlines. Maintain organized, complete files.
• Support other Cocoon House programs to increase staff knowledge around family engagement and Prevention work as needed.
• Attend internal and community meetings as required.
• Ensure contract compliance for all activities.

Qualifications include:

• Fluent in both English and Spanish
• Experience working with parents and families of teens, with emphasis on at-risk teens.
• Strong and effective communication skills; proficient in crisis intervention/de-escalation.
• Possess a valid Washington State driver’s license, insurance, and reliable transportation.
• Clear background check with DCYF.
• Possess knowledge of street culture, adolescent development, family dynamics, and strengths-based approaches.
• Must have good organizational skills and the ability to communicate with clients, vendors, and the public.
• Individuals with lived experience are strongly encouraged to apply.

Working conditions:

• Mobility: Ability to sit for long periods, move about an office, stand, reach above and below desk level
• Dexterity: fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes
• Lifting: occasional lifting of papers, files, equipment, and material weighing up to 25 pounds
• Visual requirements: close vision sufficient to read files, documents, and computer screens, and do close-up work; ability to adjust focus frequently
• Hearing/talking: ability to hear typical speech speak and hear on the telephone, and speak in person
• Emotional/psychological factors: ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments

Physical requirements:

• Must have the ability to run up and down indoor stairwells in case of youth emergency.
• Communicate effectively with youth, staff, other programs, vendors, and the public – both orally and in writing.
• Hear voice conversations and alarms.
• Possess close vision, far vision, side vision, depth perception, visual ability to read a variety of materials
• Dexterity of hands and fingers to reach, handle and operate telephone, computer keyboard, record information in appropriate files and logs.

Note: Cocoon House will provide reasonable accommodation to qualified persons with disabilities if requested

More about Cocoon House:

Cocoon House is strongly committed to removing barriers and supporting inclusion and diversity in all its forms. We strive to create a safe and open atmosphere for young people, families, staff, board members, community partners and funders. We learn from the diverse individuals we work with and embrace their unique attributes to ensure we fulfill our agency mission and core values.

We are an Equal Opportunity Employer. We seek to provide equal opportunity for all persons without regard to race, age, color, religion, gender, gender expression, marital status, sexual orientation, military status, national origin, or any other characteristic protected under the law. People of color and members of the LGBTQ community are strongly encouraged to apply. We are dedicated to the goal of building a culturally diverse and pluralistic workforce, committed to working in a multicultural
environment and we strongly encourage applications from veterans, and marginalized populations; including people of color, women and those in the LGBTQ community. We encourage those with personal experience with homelessness to apply.

**How to apply:** If you are interested in this position, please email a resume and cover letter, in Word or PDF format, along with your personal email address, to chris.eck@cocoonhouse.org. Please note that no phone calls will be accepted, and only those candidates who are being considered will be contacted.

Check out all of our employment opportunities at: http://www.cocoonhouse.org/employment