The Youth and Family Center, a proud United Way member agency, is searching for an experienced and results driven Family Support Advocate. This position reports to the Program Manager. The person that holds this role will assess community needs and ensure that all program objectives are met. The ideal team player must be well versed in being highly organized, empathetic, compassionate, nonjudgmental, and eager to help youth, aging adults and the YFC families.

**Requirements:**

* Assess clients' physical and mental wellness, needs, preferences and abilities, and develop plans to improve
* Willingness to participate with YFC Community Café, special events, including donor/volunteer appreciation events and other programming initiatives (may include an occasional weekend)
* Some home visits and case management are required.
* Track data and report performance to support program outcomes.
* Additional duties as assigned.

**Knowledge, Skills, and Abilities:**

* Knowledge of agency mission, vision, and services.
* Ability to motivate clients to follow care plans
* Great communication skills and ability to articulate care plans to clients, loved ones and health care professionals
* Excellent organizational and record-keeping skills, as well as the ability to manage case load
* Sound critical thinking and problem-solving skills to assess clients, analyze feedback from multiple sources, and determine the best course of action
* Excellent computer skills and ability to maintain electronic case records
* Ability to be flexible and adapt to changing needs and time pressures.
* Ability to create and sustain positive working relationships at all levels of the agency; internal and external.
* Proven relationship-building skills to support collaboration and partnership activities.

**Qualifications:**

* Bachelor's degree in social work, psychology, gerontology, public health, or related field preferred. MSW/LCSW preferred
* At least 3 years of relatable experience preferred
* Case management or counseling experience preferred
* Excellent organizational & customer service skills
* Strong experience preparing reports.

To apply please email resume, salary requirements and three professional references to

scotton-johnson@theyfc.org. No phone calls please.