



# COMPASS MARK

SCIENCE-BASED ADDICTION PREVENTION

## JOB ANNOUNCEMENT

**JOB TITLE:** Family Services Advocate – Lancaster County  
**REPORTS TO:** Program Manager, After School and Community-Based Programs  
**STATUS:** Full-Time (40 hrs/wk), Exempt  
**LOCATION:** Lancaster, PA  
**OPEN UNTIL:** Position is Filled

*Compass Mark is a non-profit organization founded in 1966 with a mission to prevent addiction through education, skill-building, and community mobilization. Serving Lancaster, Lebanon, and Chester Counties, Compass Mark provides a wide range of science-based prevention programs designed to guide and empower all people toward healthy, fulfilling lives free from addiction.*

### SUMMARY DESCRIPTION:

The Family Services Advocate works from the Compass Mark Lancaster Office, the Lancaster County Prison (LCP), and with caregivers in their homes. This position gathers referrals that identify children of incarcerated parents within Lancaster County and provides case management support services to both the children and their caregivers. Advocacy for this special population of children may include the creation of public education materials and other related work pertaining to the cause of children with incarcerated parents. The Family Services Advocate also provides evidence-based parenting groups in LCP and supervises contact visits in the jail with children and their incarcerated parent(s).

### PRIMARY RESPONSIBILITIES:

1. Receives and/or responds to referrals of identified children of incarcerated parents from community, schools, probation/parole, self-referrals, and LCP
2. Regularly provides outreach to referral sources to encourage ongoing referrals of recently detained parents and/or children of incarcerated parents, and requests feedback and suggestions from these community partners.
3. Meets with incarcerated parents at LCP to assess the level of need for children and their caregiver/s after the time of intake
4. Meets with caregivers in their homes, when appropriate, to review resources as identified in the intake. Educates and provides materials to caregivers about the specific needs of children of incarcerated parents, including how to minimize trauma, the importance of helping children stay connected to their parents, when appropriate, and how to provide support for their unique needs.
5. Offers resources to obtain legal guardianship documentation to caregivers as deemed appropriate and necessary
6. Stays current with available community resources and develops partnerships that further the support of children of incarcerated parents and their caregivers.
7. Maintains accurate and regular documentation of all services provided and regularly updates these records as the case progresses
8. Facilitates special (contact) family visits at LCP as possible and appropriate
9. Works closely to advocate for trauma-informed, child-conscious policy and procedures within the criminal justice system
10. Regularly reviews best practices, trends, resources, and needs pertaining to this specific population and identifies programmatic adjustments in policy, approaches, needs, and solutions

11. Identifies, participates in, and collaborates with community groups, coalitions, and events that further the cause of children of incarcerated parents
12. Provides evidence-based parenting group in LCP as requested and approved by LCP administration
13. Provides a monthly report of all program activities to the Program Manager of After School and Community Based Programs.
14. Ensures timely and accurate input of all case management services, surveys and records into the Apricot & Excel systems
15. Answers all telephone inquiries regarding services for children of incarcerated parents, and contacts agencies on behalf of a caller as requested and appropriate.
16. Support the mission of Compass Mark in the community and adhere to the agency's core values.

## **REQUIRED QUALIFICATIONS**

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 & Skills:** Bachelor's degree in Social Services, Criminal Justice, or other field, and minimum of two years of experience providing case management services. Previous experience working with high-risk populations required, or any combination of education training and experience that demonstrates the ability to perform the duties of the position. Exceptional organizational skills and communication skills, with a clear knowledge of mental health, substance abuse and the criminal justice system. Experience in the delivery of services to clients through case management, helpline operation, or crisis response. Must have a working knowledge of software programs including MS Office (Outlook, Word, Excel, & PowerPoint).

**Qualities:** High attention to detail with strong analyzation skills. Able to complete job tasks with limited supervision. Strong organizational skills and capacity to manage multiple projects. Must be flexible and capable of working in fast-moving environment, while maintaining focus on clear solutions. Ability to work in a multicultural and diverse environment utilizing collaborative and team-oriented approaches. Commitment to high professional ethical standards. Good communication skills and ability and willingness to connect and demonstrate empathy with vulnerable populations.

**Language & Reasoning:** Ability to read, analyze, and interpret information. Ability to communicate clearly and effectively, including being able to create written reports and respond to questions. Ability to solve practical problems and interpret a variety of instructions in written and oral form.

**Travel:** Employee must be willing to travel and have access to reliable transportation. The employee must also possess a valid driver's license and required vehicle insurance.

**Work Environment and Physical Demands:** The employee is frequently required to stand, walk, sit, and reach with hands and arms. Must be able to move about the office to access files and equipment, and operate a telephone, mouse, and keyboard. The employee must be able to occasionally lift and/or move up to 25 pounds. Other abilities required by this job include the ability to adjust focus, concentrate for extended periods of time, and talk and hear. The noise level in the work environment is usually moderate.

## **EMPLOYEE BENEFITS**

Compass Mark offers a competitive benefit package for all full-time employees including health insurance, term life insurance, paid time off, paid holidays, tuition reimbursement, a generous 401k retirement plan, and much more!

***Equal Opportunity Employer***

***All qualified applicants will receive consideration for employment without regard to race, color, religion, genetic information, national origin, sex, pregnancy, childbirth, or related medical conditions, age, disability, citizenship status, uniform service member status, sexual orientation, familial status, gender and gender identity, and any other protected class under federal, state, or local law.***

***Compass Mark values diversity and desires applications from diverse individuals.***

**TO APPLY**

Email a cover letter and resumé to Staci Strauss, Program Assistant, at [sstrauss@compassmark.org](mailto:sstrauss@compassmark.org). No phone calls, please.