



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Family Service Advocate**
SUPERVISOR: Family Service Manager
LOCATION: Zaasjiwan Head Start
POST DATE: **February 18, 2026**
CLOSING DATE: **March 4, 2026**

General Description: The primary responsibility of this position is to provide family support services while ensuring adherence to applicable local, state, and federal regulations. This position will promote family strengths, healthy living, and overall well-being via active relationship-building, goal setting, and case management. This position also performs a wide range of duties related to program operations including providing essential staff substitute coverage, assisting with recruitment and enrollment, assisting with attendance management, and other related planning and operational activities.

Qualifications: High School Diploma or equivalent required. Current certification in Infant and Child CPR and first aid or completion within 3 months of hire. Completion of Family Service Credential within 18 months of hire. Program assistance may be available. Must have a valid WI Drivers license and be insurable.

Salary: \$19.00-\$24.75 depending on education/experience.

How to Apply: Submit your application for employment, and [notarized release of information form by the deadline](#). Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

A. TITLE OF POSITION: Family Service Advocate

B. DEPARTMENT: Zaasijiwan Head Start Program

C. SUPERVISOR'S TITLE: Family Service Manager

D. DESCRIPTION OF DUTIES: The Family Service Advocate position is responsible for providing and/or coordinating services and activities designed to foster strength, healthy living, and overall well-being for participating families and the community at large. Advocates provide support in a case management style and act as a liaison between families, staff, the community, and other family related services. The Family Service Advocate encourages all family members to become advocates for their children and family. Additional responsibilities of this position include assisting with the provision of safe, punctual transportation, providing essential staff substitute coverage, and assist with other program duties as needed. Specific responsibilities include, but are not limited to the following and are subject to change depending on program needs:

ERSEA-Eligibility, Recruitment, Selection, Enrollment and Attendance

1. Establish and maintain an outreach and recruitment process, insuring enrollment of eligible children.
2. Verify eligibility and conduct intake interviews with potential program participants.
3. Monitor attendance of enrolled children; contact family when absences occur.
4. Conduct home visits to families. Document all family contacts and home visits.
5. Provide follow up via phone, letter, attendance plan or in-person to children and families who are at risk of missing 15% or more of school or who fall below 85% average daily attendance.

Family Strengths & Needs Assessment

6. Engage in collaborative partnership building process with parents to build relationships and identify family strengths and goals while providing necessary supports and services as early as possible.
7. Provide resources reflective of the Family Strengths and Needs Assessment Support goal achievement through review and conduct follow-up activities with families throughout the entire program year to reassess their needs and assist with goal achievement.
8. Collaborate with families directly or through referrals to identify and access resources that are responsive to their interests and goals.
9. Assist families in utilizing community resources, including medical, dental, social, education, and occupational.

Education

10. Exhibit flexibility in day to day operations, assist with development of family engagement activities such as socials, field trips, parent education events, and other related program events.
11. Use developmentally appropriate practices to facilitate activities when in the classroom setting.
12. Actively participate in two-way communication among co-workers to ensure all staff are informed of pertinent information as it pertains to program activities.

Transportation

13. Must be able to transport children to and/or from school in emergency situations, assist with program travel needs when necessary.

Parent, Family, and Community Engagement

14. Coordinate, attend, assist, and carry out Parent Meetings.
15. Coordinate, attend, assist, and carry out PFCE Committee Meetings.
16. Coordinate, attend, assist, and carry out informational meetings with other community agencies to gain knowledge and awareness of the resources available to families.
17. Assist families in completing other departmental applications for services needed.

Program Management and Monitoring

18. Responsible for collection and maintenance of accurate and timely documentation. Ensure recordkeeping activities are conducted on a regular basis and recordkeeping systems are maintained in accordance with applicable rules and regulations.
19. Meet scheduled deadlines and perform routine tasks with minimal supervision.
20. Provide input into program planning efforts. Participate in staff meetings and in-service trainings as needed and required. Demonstrate general knowledge of Head Start Program Performance Standards and other applicable regulations.
21. Other duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Continuous contact with program staff, children, and parents.
2. **External:** Frequent contact with the general public, parents, and other agency staff.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: This position receives supervision and direction from the Family Services Manager.

H. EDUCATION: High School Diploma or equivalent required. Current certification in Infant and Child CPR and first aid or completion within 3 months of hire. Completion of Family Service Credential within 18 months of hire. Program assistance may be available.

I. EXPERIENCE: One year of related experience in early childhood education and/or Human Service Field preferred. Experience dealing with sensitive family situations in a non-threatening and professional manner. Must have valid WI driver's license, and be insurable.

J. SKILLS:

1. Ability to maintain confidentiality in accordance with agency policy and applicable tribal, state, and federal regulations.
2. Demonstrate effective and respectful oral and written communication skills with staff, parents, children, and the community.
3. Ability to work with families of varying economic, social, and ethnic backgrounds.
4. Knowledge of community resources and how to access and collaborate. Appropriate knowledge, experience, and appreciation of local culture.
5. Strong interpersonal skills, including the ability to work as part of a team, receive and provide feedback, and manage discussions in meetings.
6. Demonstrate effective organizational skills, including the ability to manage multiple tasks and prioritize for effective completion. Problem solving skills to assure program and system continuity and effectiveness.
7. Effective use of management information systems and communication tools/devices (e.g. VOIP telephone/messaging, email, fax, etc.)

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Normal office environment, personal vehicle, and family homes. Standard classroom/school conditions (classroom, gym, and playground).
2. **Exposure to Hazards:** Occasional contact with children and family members that may expose staff to illness and/or undesirable behavior.
3. **Physical Requirements:** Extended periods of sitting, required to use keyboards, tools or controls. Perform various physical duties including daily kneeling, stooping, bending, sitting on floor, and occasional lifting up to 50lbs. Ability to move quickly in response to child's needs.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Family Service Advocate to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. Preference will be given to current and former Early Head Start and Head Start parents, if qualified, for vacant position. Physical examination to starting to rule out communicable diseases. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians and responsible for maintaining compliance with all applicable federal and state rules and regulations including, but not limited to, the Head Start Act and Head Start Program Performance standards.

