

## Job Description

## Center of Hope Family Services

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**Job Title:** Family Ambassador

**Job Code:** N/A

**FLSA Status:** Non - Exempt

**Department:** Adult/Family Support

**Reports To:** Program Coordinator

**Supervises:** N/A

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The Family Ambassador is a part-time hourly position at Center of Hope Family Services, Inc., a non-profit organization whose mission is to improve the life outcomes of individuals and families living in urban settings.

Family Ambassadors will perform the following tasks: 1) on-site coaching and support to families navigating the juvenile justice system at Lucas County Juvenile Court; 2) after-hours individualized support to families; 3) work at least one full day each week at the Lucas County Juvenile Court building; and 4), and be on call at least one evening per week. Family Ambassadors will report to the Project Coordination team, consisting of the Executive Director and Clergy Advocates.

### Responsibilities

- (1) **Juvenile Court Coaching and Support:** On-site coaching and support to family members currently navigating the juvenile justice system. This includes explaining the Juvenile Court process to families from intake through closure, attending court appointments, and serving as a liaison with juvenile justice staff to ensure that families and juvenile justice staff understand each other's concerns and work effectively together;
- (2) **Group-Based Support:** Family Ambassadors will conduct monthly Program Orientations designed to attract family members to the program and share information about available services, including family support and education groups provided by Center of Hope. Group-Based Support will also include facilitating group sessions in which families are invited to share their experiences with the juvenile justice system with each other for additional peer to peer support.
- (3) **Individual Family Support:** Center of Hope's Family Ambassadors will provide individualized support to families, including, but not limited to navigating other systems (child welfare, education, mental health, housing, etc.) and accessing services from other government and community providers. Family Ambassadors will also be on-call after normal business hours to provide support for families, especially in times of crisis.

### Qualifications

Family Ambassadors will be thoroughly committed to building community capacity for juvenile justice reform and prioritizing family and community-driven reform. Family Ambassadors will have possessed the following characteristics:

1. Ability to connect with and provide empathetic, nonjudgmental, and culturally and linguistically competent support to families;
2. Understanding of the juvenile justice system and its processes; understanding of other systems including education, mental health, child welfare, etc.
3. Ability to maintain professionalism while interfacing with both system employees (i.e. Probation staff) and community stakeholders.
4. Experience providing peer coaching and support to families either in a formal paid capacity, or informally as volunteers.

5. Ability to maintain the confidentiality, dignity, and respect for all families navigating the juvenile justice system.
6. Displays reasonable and sound judgment including in times of crisis.
7. Flexible schedules with the ability to spend at least one full day per week at Lucas County Juvenile Court, and evening and weekend availability to be on call for families.

Note: Center of Hope is an Equal Opportunity Employer. People of Color, Women, and People with Disabilities are strongly encouraged to apply. Candidates who have experience of navigating the juvenile justice system are particularly desired.