

# Family Service Advocate

## ROBERT SMITH

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### Objective

To secure employment in the Customer Service related field that will develop and support current strengths and help improve areas of opportunity.

### Skills

Advocacy, Communication, Bilingual, Microsoft Office, Microsoft Word, Microsoft Excel.

### Work Experience

#### Family Service Advocate

**ABC Corporation** - January 2008 – December 2010

- Advocated for children and families within Head Start/Early Head Start and the community.
- Conducted Parent Orientations for new Head Start/Early Head Start families.
- Completed a Family Partnership Agreement with each family and follow up as required.
- Maintained monthly contact with each family in assigned classrooms.
- Assigned classrooms on a weekly basis and submit a written report for each visit.
- Completed monthly classroom checklists as required.
- Maintain current and accurate records, master files, and tracking forms on all children in assigned classrooms.

#### Family Service Advocate

**Delta Corporation** - 2003 – 2008

- Maintain childrens files engage family members Identify resources and make referrals Provide follow up services Complete assessments Handle .
- Interacted daily with families and provided assistance to parents in enrolling their children at Head Start Performed two home visits annually once .
- Achieved the position of Master Scheduler of client treatment plans; coordinated transportation and appointments.
- Advised children and families on community resources and implemented realistic treatment plans to improve the clients care and wellbeing.
- Advocate for domestic violence victims.
- Crisis Hotline Intervention.
- Performed office tasks.

### Education

MS In Biochemistry/Cancer Research - July 2012(BGSU - Bowling Green, OH)