



## **Scholar Advocate Specialist Pure Heart Foundation**

### **Job Title: Scholar Advocate Specialist**

**Department:** Operations

**Supervisor:** Director of Operations and Case Manager

Pure Heart Foundation's embraces children with incarcerated parents and empower them to break the cycle of generational involvement in the criminal justice system. Pure Heart recognizes that children with incarcerated parents have been the silent victims of mass incarceration for far too long and it is the overall goal of the organization to address the silent struggles that children face. Pure Heart is a dedicated 501(c)(3) non-profit organization located in Detroit, Michigan and serves youth and families across the state.

### **General Job Description**

The Scholar Advocate Specialist is responsible for implementing, and reporting case management plans that quantify the quality of social and human services provided to scholars and families. Scholar Advocacy services include managing and maintaining a specific number of touchpoints and engagement per scholar as specified by Pure Heart Case Manager. Scholar Advocate Specialist have a critical role and are required to attend programming and services offered by Pure Heart. Additionally, the Scholar Advocate Specialist will assist in providing aftercare to Cycle Breakers to ensure that scholars are safe, healthy, mentally and emotionally sound and supported.

### **Major Job Duties and Responsibilities**

The Scholar Advocate Specialist is responsible for tracking Scholar case notes and helping Scholars and families achieve ideal outcomes.

#### **Additional Duties and Responsibilities**

The Scholar Advocate Specialist is responsible for maintaining a specific number of touchpoints for active scholars/families, documenting, and recording their findings without prejudice.

Performs tasks to help achieve ideal outcomes for Pure Heart scholars and families.

Engages and counsels parents and family members responsible for guardianship of scholars.

Establish and maintain professional confidentiality when working with scholars, parents, family members, close friends, and other professionals.

Assess scholars physical and mental wellness, needs, and preferences. In addition, is responsible for designing and implementing tailored care plans with the supervision of the Case Manager.



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### **Additional Duties and Responsibilities**

Works with scholars, family members, support networks, and other professionals (school administrators) to ensure care plans are activated and implemented as described.

Listens to concerns of scholars and records accurate case notes in real time of scholars' concerns, as well as, providing one-on-one and family counseling or intervention as needed. Report in writing critical findings immediately.

Records scholars' progress using professional grammar, writing/recording, and notetaking standards that are concise, accurate/ honest, and structured as advised by the administrative team, or as directed and trained.

Evaluates scholars case plans and progress periodically, adjusts as needed to improve outcomes. Uses metrics to devise reports and to measure outcomes (Smart Goals).

Monitors scholars assigned participation in programming and services, via attendance check-in/sign-in.

Follows up with discharged or former scholars adhering to Pure Heart's mission and standards.

Quantifies feedback to ensure scholars and families are satisfied with services and maintaining good physical and mental health.

### **Qualifications for the Job**

#### **Education:**

Current College student in pursuit of a degree in Social Work, Counseling or Psychology from an accredited institution.

#### **Experience:**

Experience with providing structured case management services that require supervision and assessment of case files and reports.

#### **Other:**

2+ years customer service experience, preferably in human services, social services, or educational settings with child, or youth care services.

Possesses a demonstrated commitment to positive and professional customer service outcomes.

Professional or personal experience supporting individuals with disabilities, mental illnesses, or challenging behaviors highly preferred.



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### Key Competencies

Professional case noting/recording.

Understanding of professional social and human services ethics. Excellent and current computer technology skills. Statute listening skills.

Consistent usage of professional grammar, sentence structure and writing skills. Professional confidentiality. Professional file development skills.

### Physical Requirements

Prolonged standing, sitting, and keyboarding.

Signature Approved By: \_\_\_\_\_

Date Approved: \_\_\_\_\_

Date Last Reviewed: \_\_\_\_\_

Last Reviewed By: \_\_\_\_\_