



## Job Description

**Position:** Family Health Advocate (FHA)

**Agency:** Child Abuse Prevention Council of Sacramento (CAPC)

**Reports to:** Health Initiatives Senior Project Manager

**Date:** 9/1/2021

**Classification:** Full-time Non - Exempt

**Supervisory Responsibilities:** None

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### Position Summary

The “Black Infant Health” (BIH) Program was established in 1989 with the ultimate goal of improving African American infant and maternal health in California and decreasing Black health disparities for women and infants. Four goals are the hallmark of the program: 1. Improve AA infant and maternal health; 2. Increase the ability of African American women to manage chronic stress; 3. Decrease Black-White health disparities and social inequities for women and infants; and 4. Engage the community to support African American families’ health and well-being with education and outreach efforts. To achieve these goals; the BIH Program is a client-centered, strength-based group intervention with complementary case management that embraces the life-course perspective and promotes skill building, stress reduction and life goal setting.

To better meet the health-related needs of pregnant and postpartum African American women who are the target population for BIH, the program was developed to: (1) provide group intervention that encourage empowerment and social support in the context of a life course perspective; and (2) provide complementary and social service case management that links participants with any needed community and health related services. The goal of the BIH Program is to deliver services in a culturally relevant manner that respects participants’ beliefs and cultural values while promoting overall health and wellness.

The Safe Sleep Baby (SSB) program is a culturally relevant public education campaign, using various forms of media and appropriate messengers to educate pregnant mothers, new mothers, and their families about infant safe sleep practices. The public education campaign is called “Safe Sleep Baby”. Education messages align with the American Academy of Pediatrics and were designed by Sacramento parents and grandparents. The target population for this campaign is pregnant African American parents and infants under the age of 12 months. The campaign targets six neighborhoods in Sacramento County where 85% of African American children reside, and where infants are most at-risk of a sleep-related death.

### Essential Duties and Responsibilities

The Family Health Advocate (FHA) is responsible for the provision of BIH social service Case Management and the facilitation and organization of pre-natal and post-natal groups Group Intervention Sessions for BIH participants. All services are conducted in a culturally competent manner and with fidelity to the BIH model. FHA’s support participants in the development and implementation of a Life Plan that is ongoing throughout involvement with BIH. FHAs provide education on numerous topics, including but not limited to, infant safe sleep practices, maternal and infant health, health access and utilization, and the application of effective techniques. FHA’s

conduct outreach and use social media to promote BIH and build collaborative partnerships with other programs who serve African American women and their families. FHA's are also responsible for the administration of tools to participants, collecting information from BIH and SSB participants, accurately entering data into the State of California ETO system and the First 5 Sacramento Persimmony database. All activities are to be delivered with an understanding of African American culture and history. All duties are performed under the supervision, direction, and guidance of the Health Initiatives Senior Project Manager.

## **1. (55%) Case Management and Group Sessions**

- All Case Management and Group Session activities are to be delivered with an understanding of African American culture and history.
- Support each assigned BIH participant in the development of a Life Plan based on goal setting that will be followed throughout the time the participant is enrolled in the program.
- Conduct ongoing Case Management for each assigned BIH participant in the implementation of Life Plan goals for the extent of their enrollment in the program and ensure each participant is successful in their Life Plan.
- Assist and support each participant in the completion of her birth plan.
- Encourage Case Management participants to attend group sessions.
- Schedule and facilitate weekly prenatal Group Sessions ensuring participants attend within 30 - days of enrollment or first successful contact and the mandatory 10 weekly sessions with a minimum of five actively enrolled participants ensuring fidelity to the BIH model and compliance with BIH policies and procedures.
- Schedule and facilitate weekly postpartum Group Sessions ensuring fidelity to the BIH model and compliance with BIH policies and procedures.
- Coordinate all aspects of group sessions /classes, including scheduling, arranging childcare, transportation, and materials.
- Coordinate and consult with group facilitators to ensure participant's care plan goals align with the goals provided in Group Sessions.
- Plan and coordinate external presenters for Group Sessions and trainings as necessary.
- Ensure every BIH participant has received one-hour of education in Infant Safe Sleep utilizing the Safe Sleep Baby curriculum and materials. Provide a crib for BIH participants who do not have a safe place to sleep their baby.
- Ensure participants are enrolled in health insurance and receive prenatal care.
- Provide ongoing health education that supports a healthy pregnancy and assist participants in understanding behaviors that contribute to good health.
- Assist participants in understating parent and infant bonding and learning and applying effective parenting techniques.
- Administer BIH participant satisfaction surveys after group session and at completion of program for feedback on program improvement and retention
- Maintain the confidentiality and security of client exchange and records and adhere to HIPAA regulations.

## **2. (25%) Training, Data Management, and Program Improvement**

- Participate in all CA Department of Public Health Maternal Child Adolescent Health, Sacramento County BIH, and CAPC sponsored trainings and educational opportunities to build competencies to serve participants in the BIH program, including but not limited

to, cultural sensitivity, infant safe sleep education, BIH Basics and Community Outreach Liaison (COL) Trainings.

- Enter all data accurately as required for each assigned BIH participant enrolled in BIH Group Sessions and/or Case Management and at the scheduled intervals.
- Complete and enter into the database participant information in all Touchpoint forms to include initial and subsequent client assessments, birth outcome forms, etc. as required within a timely manner to complete mandatory program goals.
- Create and maintain participant files with hard copies of all forms, assessments, and other required documents. Files to be stored and maintained in locked file cabinets at the Child Abuse Prevention Center.
- Participate in all data collection trainings and ensure accurate data collection, data entry, data analysis, and data quality improvement.
- Receive feedback from Supervisor's observations of group facilitation and case management activities to improve quality of service that will lead to increased engagement of participants.
- Provide continuous quality improvement by gathering, analyzing, and interpreting training pre/post tests and training evaluations.
- Provide training and technical assistance to SSB partner staff, community-based organizations, and Birth & Beyond AmeriCorps members and staff on infant safe sleep procedures and the SSB messaging.
- Provide data and narrative reports to the Health Initiatives Senior Project Manager for inclusion in quarterly reports to funders.
- Coordinate, compile and disseminate surveys as needed.

### **3. (10%) Community Outreach**

- Assist in increasing BIH recruitment, participation, and retention of qualifying participants by developing and implementing, with the Senior Health Initiatives Project Manager, the CAPC BIH outreach plan, including coordination of outreach efforts to community-based organizations, healthcare providers, churches, civic organizations, and community members to expand program services, support, and referrals.
- Assist in BIH program enrollment and orientation process.
- Conduct outreach using social media so that eligible women are referred to BIH.
- Coordinate and provide outreach efforts to public officials, businesses, civic organizations, churches, and community members to expand program services, support, and referrals.
- Distribute BIH and SSB educational materials to partner sites and other community-based organizations.
- Engage and educate African American residents on the BIH program and the SSB message in the neighborhoods most impacted by maternal/perinatal conditions and infant sleep-related deaths.
- Maintain working knowledge and understanding of the resources and services available and awareness and familiarity with local community-based organizations and agencies beneficial for BIH participant referrals.
- Work closely with the Health Initiatives Senior Project Manager to develop and update outreach materials, educational curriculum, training materials, and online training modules for BIH, and SSB programs.

#### **4. (5%) Internal and External Collaboration**

- Work collaboratively and maintain positive working relationships with CAP Center's Program and BIH SSB Team activities, workgroups, and other areas of shared work, including actively participating in meetings.
- Work collaboratively and maintain positive working relationships with Sacramento County Public Health, Maternal Child Health, County BIH Coordinator, and other Sacramento County and State Black Infant Health providers. Must also work collaboratively with the Birth & Beyond, First 5 Sacramento, Black Child Legacy Campaign Incubator Leads, Department of Child, Family, and Adult Services, and other funders and partners ensuring successful achievement of deliverables.
- Work collaboratively and maintain positive work relationships with other CAP Center Teams, including but not limited to: AmeriCorps programs, Birth & Beyond, Child Death Review Team and Fetal Infant Mortality Review, Strategies TA, Cal OES, CFRA, CAP Center Trainers, Fiscal and all other CAP Center Staff, providing support as needed.
- Participate in the CAP Center's Program and Collaborative Team activities, work groups, and other areas of shared work.
- Attend coalitions, conferences, and networking events to build relationships with subject-matter experts, family support/strengthening agencies, and community-based organizations that strengthen local and statewide social service networks.
- Attend and actively participate in partner meetings and committees by providing knowledge and expertise as necessary.
- Develop and maintain positive working relationships with child abuse prevention and family support/strengthening agencies statewide and locally as a CAP Center representative.
- As requested, participate in meetings, convenings, and networking events to promote positive relationships with social service agencies and community-based organizations.

#### **5. (5%) Special Events and Other Duties**

- Participate in and support CAP Center strategic planning, program development, grant writing, coordination, and collaborative activities, and special events.
- Acquire and enhance knowledge of maternal and infant health, child development, parenting, child abuse prevention, latest research, emerging trends, and best practices through reading, training, research, conferences, and participation on committees as appropriate.
- Assist with special CAP Center projects including, but not limited to, grant proposals, program reports, press releases, assembly of documents, summits, regional gatherings, special events, meetings and other in-person or virtual events.
- Attend conferences and conduct outreach to promote the CAP Center programs.
- Provide support to agency-wide projects, as needed.
- Attend and participate in external and internal meetings and committees as needed
- Perform other duties as assigned.

### **Minimum Qualifications**

#### **Education and Experience**

- Bachelor's Degree from an accredited college or university program in Social Work, Public Health, Nursing, Education, Health Education, or health-related or social science field required.

- One to three years of community work experience providing direct services to the target population required.
- Experience facilitating and leading educational group sessions preferred.
- Experience in and commitment to improving the health and well-being of African American women and their children.
- Possess knowledge, understanding and respect of the values and beliefs of African American women and the African American community.
- Possess socio-cultural experiences comparable to the population served.
- Experience working with overburdened families and in providing family strengthening services and supports.
- Experience with outreach, recruitment of participants, case management, assessing participant needs, and data collection is strongly encouraged.
- Experience developing and maintaining positive partner relationships with community and collaborative public/private agencies.
- Knowledge of infant behavior and development.
- Knowledge of local community resources and social services.
- Knowledge of women's health preferred, including but not limited to, prenatal and postpartum, breastfeeding, nutrition, and physical activity.

#### **General Knowledge**

- Must be able to read, write, speak and understand the English language.
- Must have excellent writing, editing, and proofreading skills
- Basic mathematics including addition, subtraction, division, and multiplication.
- Must be proficient in MS Word, MS Excel, Outlook, PowerPoint, web navigation, techniques, and database management.
- Ability to prioritize workload and communicate priorities to diverse workgroups.
- Excellent interpersonal, verbal, and written communication skills.
- Excellent critical thinking and problem-solving skills.
- Ability to maintain boundaries and the highest professional standard as a professional in a confidential work environment internally and externally.
- Ability to operate office equipment such as fax machine, postage meter, copy machine, etc.

#### **Organizational Ability**

- Skill in organizing resources and establishing priorities.
- Excellent organizational and administrative skills and ability to organize, manage, establish priorities, and complete multiple tasks in an efficient manner, which may require short completion times and competing deadlines.
- Ability to work in a fast-paced environment and to adapt easily to change.
- Ability to be a self-starter and operate with minimal direction and supervision.
- Ability to be flexible and respond to changing needs.
- Strong attention to detail.
- Ability to develop and maintain record keeping systems and procedures.

#### **Communication and Relationship Skills**

- Ability to establish and maintain good working relationships, both internally and externally.

- Ability to work in a culturally affirming manner and be culturally responsive with individuals and teams of diverse economic, social, educational, and cultural backgrounds
- Ability to work with and support highly emotionally people in a professional and courteous manner.
- Able to always communicate in a professional and courteous manner.
- Recognizes the need for self-care in effectively managing work duties.
- Ability to work through highly emotional meeting topics and confidential information with care and professionalism.
- Ability to effectively coordinate and facilitate meetings and trainings.
- Ability to maintain a professional, confidential work environment.

### **Analytical Skills**

- Excellent problem identification, coaching, mediation and resolution skills.
- Ability to work through complex situations and to collaborate effectively with personnel in order to provide timely and effective problem resolutions.
- Ability to set work priorities.

### **Physical/ Psychiatric Requirements**

- Must be able to report to work on a regular and reliable basis.
- Ability to lift, carry, push, and pull up to 20 pounds
- Able to deal with stressful situations

### **Other Qualifications**

- Must be available to work a flexible schedule, including extensive travel, day, evening, night, or weekend hours.
- Must possess a valid California Driver's License, a reliable automobile and auto insurance.
- Must be able to travel between sites and to offsite events as needed.
- Must pass a Criminal History check consisting of DOJ and FBI checks, a search of the National Sex Offender Public Registry Website (NSOPW) as well as TrueScreen and Field Print.

### **Please send cover letter, resume and salary requirements to:**

The Child Abuse Prevention Center  
 Attn: Human Resources  
 4700 Roseville Road North Highlands, CA 95660  
 Fax: 916-244-1935  
 E-mail: [jharris@thecapcenter.org](mailto:jharris@thecapcenter.org)

### ***Equal Opportunity Employer***

*The Child Abuse Prevention Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*