

 **JOB DESCRIPTION**

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

**FAMILY SUPPORT COORDINATOR**

**Department: Resource Centers**

**FLSA Status:**  **Non-Exempt**

**JOB SUMMARY**

The Family Support Coordinator is a grant-funded position highly responsible position that works closely with families, community members, and partner agencies at one of our Family Resource Center locations. Daily activities include face-to-face consultations with patrons to assess needs, set goals, and connect with community resources; providing direct support (e.g., food, clothing, resume assistance) to patrons; and hosting community-driven events and programs, including afterschool homework help. This position, within the Clinical and Community Services department, reporting to the Resource Center Manager.

**ESSENTIAL JOB FUNCTIONS**

* Conducts face-to-face consultation with patrons, using a non-judgmental and encouraging environment, to appropriately link them to crisis intervention services, resource center activities and/or community services, as appropriate.
* Fosters relationships between family members, partners, community members, and the education system.
* Provides crisis intervention linkages and referrals through consultation to ensure family support and stabilization.
* Develops and facilitates homework help programs for 1st through 12th grades, as well as other children’s programming features.
* Assists with planning and execution of all Resource Center special programs and events.
* Conducts community outreach by actively seeking out and engaging community agencies, businesses, and individuals that will contribute to meeting the needs of the local community and resource center clients.
* Participates in various meetings, staffing and community events and coordinates activities between various stakeholders within the System of Care.
* Organizes and facilitates events, programs, groups, and workshops that are geared towards meeting the needs of the local community and resource center clients.
* Manages conflicts and deal appropriately in difficult situations with clients, service providers, community partners, supervisors, and/or peers.
* Conducts resource center duties in accordance PSF policies.
* Assists clients with documentation of demographic information and service needs, using the identified forms and document this information using the data management system and/or otherwise approved tracking system, within required timeframe.
* Participates in utilization reviews, tracking, and management of service provision and demographics information to help identify trends and potential service gaps in community needs.
* Completes resource center reporting as needed and/or requested.
* Displays understanding of, and sensitivity to, service population’s cultural and socioeconomic characteristics.
* Performs other related job duties as assigned.

*The position may involve acquiring, accessing, using, and safeguarding Protected Health Information according to applicable law and agency Policies and Procedures for Protected Health Information.*

**QUALIFICATIONS**

**Education and Experience:**

Bachelor’s Degree in Counseling, Social Work, or related field or equivalent; Master’s degree in the like preferred; and three (3) years of relevant experience in the areas of child welfare, social work, or relevant field; or an equivalent combination of education and experience.

**Special Qualifications:**

Possession of a valid, State of Florida driver’s license to operate the motor vehicle operated. Requirement exists at the time of hire and as a condition of continued employment.

**Knowledge, Skills and Abilities:**

* Knowledge of policies and procedures as they pertain to resource centers, crisis intervention techniques, and program development.
* Knowledge of family dynamics and community-based care.
* Knowledge of social service resources in Service Center area.
* Knowledge of best practices in child welfare/social work.
* Knowledge and understanding of child development and risk factors that may lead to child abuse and neglect.
* Knowledge of the service population’s cultural and socioeconomic characteristics.
* Knowledge of Microsoft Office programs.
* Knowledge of Department operations, policies, and procedures.
* Knowledge of modern office standards, policies, and procedures.
* Skill in team facilitation.
* Skill in data entry.
* Skill in the use of computers and software applications related to the essential functions of the job.
* Skill in effective communication, both orally and in writing.
* Skill in the use of various types of office equipment (e.g., copier, fax, multi-line telephone system).
* Strong analytical and problem-solving skills.
* Ability to understand and identify the causes and effects of trauma and victimization including the impact of early and cumulative trauma and victimization along with techniques for management and recovery.
* Ability to develop, coordinate, and evaluate budget allocations to assure appropriate expenditure of resources.
* Ability to partner with collaterals and service providers.
* Ability to make public presentations and represent the agency in various settings.
* Ability to develop long-range and short-range objectives including monitoring and corrective action plans.
* Ability to be flexible and manage multiple projects at the same time.
* Ability to maintain a positive and reliable attitude concerning all aspects of working in a challenging environment, including significant patience and respect for children and families who can become quite demanding.
* Ability to be sensitive to cultural needs and willingness to serve as a positive member of a working team.
* Ability to be proactive, decisive, and employ crisis intervention principles appropriately.
* Ability to prioritize multiple tasks and projects.
* Ability to work independently with minimal supervision.
* Ability to establish and maintain effective working relationships with other personnel and the public.

**PHYSICAL DEMANDS**

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

* Sitting/Standing: Particularly for sustained periods of time.
* Manipulating: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
* Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
* Kneeling: Bending legs at knee to come to a rest on knee or knees.
* Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
* Reaching: Extending hand(s) and arm(s) in any direction.

**WORK ENVIRONMENT**

Work is performed primarily in a safe and secure office environment with the ability to lift and carry up to 50 pounds. This position may require occasional same day travel. This position may require infrequent overnight or weekend and night travel.

**AAP/EEO STATEMENT**

Partnership for Strong Families is an Equal Opportunity/Affirmative Action/ Drug Free Workplace and does not tolerate discrimination or violence in the workplace.  Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527.  Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**DRUG-FREE WORKPLACE**

Partnership for Strong Families maintains and enforces a Drug-Free Workplace program.  New employees are required to be drug tested prior to employment.  In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing.  Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:**

By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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**Employee Name (Print) Supervisor’s Name (Print)**

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**Employee Signature Supervisor’s Signature**

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**Date Date**