



## Family Care Coordinator Job Description

Title: Family Care Coordinator (FCC)

Program: Prevent Child Abuse Cherokee with The Children's Haven

Reports to: The Children's Haven Executive Director

Direct Reports: none at this time

**General Summary:** Under the direction of The Children's Haven Executive Director, the FCC has the primary responsibility for providing weekly in-home parenting classes for parents referred to our program by the Division of Family and Children Services or other referral partners. The FCC develops and implements an Individualized Service Plan. Services provided include Referral/Intake, Case Management, Family Support Services, and Parent Education. The average monthly caseload will be 12 families, averaging 30 families served per year. The FCC will act as a community liaison for the agency in appropriate capacities. **The FCC will be bilingual in English and Spanish** and able to teach curriculum and provide services in both languages.

### **Responsibilities:**

1. Solicits referrals from DFCS and communicates program capacity to ensure a full caseload.
2. Communicates family progress with each referral source throughout the service period. Initial contact with the family is made within 3 days of date of referral. Maintains open lines of communication with referral source and provides timely feedback on referrals, program services, family progress and outcomes. Is available to go to family team meetings and court as needed.
3. Intake/screening and coordinate services so that they will be tailored to meet the needs of families. Works with the family to discover the family's strengths, set goals, determine major needs and develop strengths-based options to meet those needs. Assists parents in developing/accomplishing individualized short and long-term goals. Upon completion, post-test and evaluations must be administered to determine end results.
4. Participates in inter-agency meetings, community boards, councils, advisory groups, etc. representing the agency.
5. Attends training and maintains ongoing efforts for professional development.

6. Maintains organized records, including but not limited to, family files.
7. Coordinates efforts to encourage community members and parents to volunteer with The Children's Haven.
8. Attends monthly staff meetings and trainings. Meets with the Executive Director as needed to review case files and determine family progress toward meeting case plan goals. Conducts exit interviews to determine if a family has met their identified goals.
9. Submits monthly reports to funders and Executive Director as required. Meets all deadlines.
10. Assists in fundraising activities.
11. Answers emails and phone inquiries within 24 hours during the business week.
12. Ensures the delivery of social services, emergency and non-emergency services, directly or through referrals.
13. Serves as a facilitator for the Nurturing Parenting Program.
14. Ensures absolute confidentiality with respect to information records concerning families and children.
15. Is reliable in setting their schedule and sticking to it.

This list of responsibilities is intended to describe the general nature and level of work performed by this position.

**Employment Qualifications:**

Bachelor's degree from a four-year college or university. Relevant experience in social work, education, etc. Must be bilingual and able to provide parenting curriculum and all services in both English and Spanish. Knowledge of community resources and the social services system is desired. Demonstrated experience with direct client interaction involving low-income households is preferred. Relevant experience and skill sets relative to interviewing, conducting assessments, developing and implementing comprehensive case plans as well as case coordination that is inclusive of the entire family.

**Additional Requirements:**

This position is remote and the hours will be determined by the FCC and the families on their caseload. Ability to work a flexible schedule, including evenings and weekends as needed to schedule visits. Must have regular access to a reliable vehicle, a valid driver's license, and vehicle insurance. The Family Care Coordinator should have empathy, patience, compassion, and a strong desire to help those with disabilities, disadvantages, and other health/social needs. The FCC will be able to communicate and listen effectively. They will be highly organized. The FCC must be able to navigate through and discern information related to resources specific to the needs of the family.

\*\*\*Please email resume and cover letter to [Marcie@CherokeeChildrensHaven.Org](mailto:Marcie@CherokeeChildrensHaven.Org) \*\*\*

**No phone calls, please.**