



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 currently

General Summary: This hybrid position requires three days in the field providing services and two days working remotely or in the office. Under the direction of The Children's Haven PCA Program Director, the Family Care Coordinator (FCC) is primarily responsible for delivering weekly in-home parenting classes to parents referred by the Division of Family and Children Services or other referral partners. The FCC's work profoundly impacts these families by providing them the support and resources they need.

In addition to individual classes, the FCC will facilitate three group classes each year. The PCA Program Director will provide the schedule of these classes. FCC develops and implements the In-Home Parenting Plan, and services include Referral/Intake, Case Management, Family Support Services, and Parent Education. After completing the coursework and exam, the FCC will receive training and certification in the Triple P (Positive Parenting Program) curriculum.

The average monthly caseload will consist of 15 families, with approximately 60 families served annually. Furthermore, the FCC will serve as a community liaison for the agency in appropriate capacities. The ideal candidate will be bilingual in English and Spanish, enabling them to teach the curriculum and provide services in both languages.

This position is a hybrid, based on performance, split between remote and in-field work. For the first six months, the FCC will work closely with the PCA Program Director to ensure effective integration into the role and organization.

Responsibilities:

1. Communicate regularly with each referral source regarding family progress throughout the service period.
2. Contact the family within three days of the referral. Maintain open lines of communication with the referral source, providing timely updates on referrals, program services, family progress, and outcomes. Attend family team meetings and court hearings as needed.
3. Conduct intake and screening to coordinate services tailored to each family's unique needs.
4. Collaborate with families to identify their strengths, set goals, determine significant needs, and develop strengths-based strategies to address those needs. Assist parents in establishing and achieving individualized short- and long-term goals. Administer post-tests and evaluations upon completion to assess outcomes.
5. Represent the agency by participating in inter-agency meetings, community boards, councils, and advisory groups as assigned by the Program Director. This role as a community liaison is crucial in fostering strong relationships and ensuring the best outcomes for the families we serve. Attend training sessions and ongoing professional development to enhance skills and knowledge, with opportunities for advancement within the organization. Ensures the delivery of social services, emergency and non-emergency services, directly or through referrals.
6. Serves as a facilitator for the Positive Parenting Program.
7. Ensures absolute confidentiality concerning information records concerning families and children. This commitment to confidentiality is a cornerstone of our work, ensuring the trust and privacy of the families we serve. It is necessary and establishes consistency within the schedule around the needs of the family.

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

Employment Qualifications:

- Bachelor's degree from a four-year college or university, or substantial work experience in social services.
- Relevant experience in social work, education, or a related field.
- Preference for bilingual candidate able to deliver parenting curriculum and all services in English and Spanish.
- Knowledge of community resources and the social services system is preferred.
- Demonstrated experience in direct client interaction with low-income households is highly desirable.
- Relevant experience and skills in interviewing, conducting assessments, developing and implementing comprehensive case plans, and coordinating services that involve the entire family.

Additional Requirements:

This position involves working three days in the field and two days working remotely or in the office, with the schedule to be determined collaboratively by the FCC, families on their caseload and the Program Director. The FCC should be able to work a flexible schedule, including evenings as necessary to accommodate family visits.

Candidates must have regular access to a reliable vehicle, a valid driver's license, and vehicle insurance. The FCC should possess empathy, patience, and compassion, demonstrating a strong desire to support individuals with disabilities, disadvantages, and various health or social needs. Effective communication and active listening skills are essential, along with strong organizational abilities. 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 Lindsay@CherokeeChildrensHaven.Org ***

No phone calls, please.