

Partnership For Children of Cumberland County, Inc.
Fayetteville, NC

Position Description Plan
Job Description

Title of Position: **Family Support Coordinator**

Supervisor's Name and Title:

Program Administrator

Direct Reports:

1	Family Support Caseworker (3)	Family Support Admin Spec
2	Family Support Lead Caseworker	
3	Early Childhood Resource Services Consultant	

FLSA Status:

Regular, Full Time

Date of Next Review:

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Primary Purpose of Position

The Family Support Coordinator coordinates and supervises the Family Support Unit to include the Eva L. Hansen Resource Lending Library. The Family Support Coordinator serves as the lead staff expert and resource in consumer education and childcare subsidy by providing guidance on what constitutes high quality childcare and how to access it. Through advocacy and community outreach, the Family Support Coordinator develops and supports collaborative relationships with a variety of community stakeholders to ensure children have access to quality childcare and comprehensive early childhood services.

Duties and Responsibilities

Supervisory Functions:

- Supervise staff by displaying model behavior, maintaining open lines of communication and being clear about roles, responsibilities and relationships.
- Ensure that programmatic expectations and goals are clearly communicated and current.
- Conduct performance evaluations according to established systems and policies.
- Review timesheets and expense reports, and promptly address and resolve problematic issues.
- Provide assistance, guidance and coaching support as needed.

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- Maintain staff by recruiting, selecting, orientating and training staff; and ensure that staff has professional development plans in place.
- Monitor service delivery regularly to ensure services are being implemented to model fidelity.

Region 5 Call Center/ Referral Service:

- Inform families of child care services that meet specific needs through information, counseling and referrals in service delivery areas.
- Maintain open communication with the Family Support Caseworkers about vacancies available for the families.
- Assist and evaluate incoming calls for services, assisting families to assess their child care needs, identifying possible options for families, providing information on quality indicators, regulation requirements, and complaint procedures.
- Refer families to other community resources and conduct follow-ups with parents to measure effectiveness, satisfaction with referral, and confirm connection to services.

Family Support/ Resource Lending Library:

- Support the Family Support Caseworkers with recruitment of families to increase participation in education and training programs and resources offered by Child Care Resource & Referral (CCR&R) through mailings, presentations, associations, classes, and workshops; includes utilization of the Resource Lending Library.
- Monitor coordination of the Child Safety Seat program; provide staff direction with distribution, installation, and instruction of proper use; coordinate community car seat safety clinics in collaboration with SAFE KIDS, NC Highway Patrol and other organizations.
- Coordinate and facilitate monthly meetings and activities for the PFC Grandparent Support Group.
- In collaboration with the Professional Development Unit, develop and implement a diverse outreach plan through offering educational workshops; coordinate family based activities to reach both parents and children in service delivery areas.
- Supervise the Resource Lending Library activities and assists in the selection of age-appropriate materials for children as necessary.
- Coordinate the verification of the integrity of data in the Resource Lending Library database that provides updates to ensure the information is current and the annual inventory is maintained.

Database Programs:

- In coordination with the Planning, Development and Communications Unit (PD&C), monitor the integrity of all data entered into the Grant Evaluation Management System (GEMS) for the Family Support unit pertaining to childcare facilities, contracts, placed children and all other applicable information.
- Oversee the entry of data input into the National Association of Child Care Resource and Referral Agencies (NACCRRA) database.
- Monitor patterns of resource utilization through database management and analyze reports that reflect the utilization of resources in the service delivery areas.

Budget & Administration:

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- In coordination with the Grants Manager and the Early Care Administrator, develop, monitor and administer multiple budgets, grants and projections.
- Seek opportunities for cost containment and revenue enhancement.
- Provide reports and updates to the Grants Manager regarding subsidy documents and expenditures required for all inclusive program grants.
- Collaborate with the Contracts Coordinator regarding Contract Development Forms (CDR). .
- Review and revise policies and procedures annually.

Subsidy:

- Review, approve and monitor all subsidy intakes conducted by the Family Support Caseworkers.
- Coordinate the provision of information to parents and providers regarding issues related to subsidy.
- Determine final eligibility of applicants, make decisions regarding payment, prepare monthly invoices, and other subsidy related reports.
- Participate in meetings to provide updates on subsidy status.

Advocacy & Outreach:

- Coordinate and facilitate advocacy and outreach events that educate the community on what constitutes high quality childcare and how to access it.
- Serve as an agency representative during on-site visits, community events, meetings, associations, classes, and workshops.
- Promote and expand the development of collaborative relationships internally and externally to maximize PFC resources for improved services to the community.
- Travel within the service delivery area to recruit and inform consumers about the availability and utilization of PFC services.

In Addition:

Travel throughout the service delivery area may be required, as needed. Personal vehicle may be required for travel.

In the event the Family Support Coordinator possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

Attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

It is the responsibility of all staff to contribute to the positive work environment at PFC.

PFC staff may work multiple grant activities; Time worked will be allocated as appropriate.

PFC staff may work in other counties at the direction of the PFC President or designee; Time worked will be allocated as appropriate.

PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

Frequent evening and/or weekend work required in service delivery areas may be required.

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The Family Support Coordinator is responsible for other duties as assigned.

ESSENTIAL FUNCTIONS :(3)

Non – Exempt/ Supervisor

1. Provides input into department/division objectives/long range plans; assures all goals are met in areas of responsibility; provides input into annual work plans, programs, staffing requirements, equipment requirements, and related budgets, as appropriate; acknowledges and abides by all PFC established policies and procedures.
2. Assures the technical and/or professional expertise of subordinates; assures participation in all required training programs; encourages individual career development.
3. Creates and maintains an atmosphere conducive to good employee/management relations; recognizes the rights of individual employees; addresses problems affecting employee/management relations.
4. Assures the productivity and quality of work for all areas of responsibility; identifies/recognizes/analyzes problems; selects and implements sound/timely/effective solutions; promotes participation, cooperation, and teamwork; adjusts leadership style to individual, group, and/or situation needs.
5. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; communicates concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times.
6. Reviews the performance of staff to encourage growth and development; provides on- going feedback with frequent contact with employees.
7. Performs timely employee reviews in accordance with organizations policies/procedures; applies appraisal process accurately and impartially; corrects performance deviations; subordinates, collectively, meet 90% of their standards.
8. Prioritizes work, based upon project requirements, to ensure effective utilization of available resources; anticipates needs; provides accurate and timely reports in all areas of responsibility.
9. Interacts with other departments and/or providers of service; assures information that affects other employees/providers is communicated to the proper recipients.
10. Takes initiative to accomplish goals; demonstrates ability to learn the job; develops and maintains appropriate skills for the position.

Knowledge, Skills, and Abilities:

1. Ability to develop appropriate parent education workshops;

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2. Ability to make decisions and to take action within the boundaries of the position;
3. Capacity to accept and follow through on assigned responsibilities with minimal guidance;
4. Ability to establish and maintain effective working relationships with Board and/or Committee members, supervisors, peers, child care providers, parents, community agencies, and other resources;
5. Ability to maintain a high degree confidentiality relative to the families and early child care programs served and of sensitive information collected such as: birth certificate, social security card, financial documents, etc. in the performance of duties;
6. Possesses strong interpersonal skills that allows for appropriate interaction with personnel in the state, in the community, and within the agency;
7. Ability to communicate and express ideas clearly and concisely, verbally and in writing, and to plan and execute work effectively within a specified time frame;
8. Ability to foster an environment that minimizes consequential errors;
9. Superior organizational skills, with capacity to provide assistance in educational program development and evaluation; demonstrates ability to perform rating scale and technical assistance visits; and
10. Superior data entry and computer database maintenance skills; works competently with the computer and related software, calculator, telephone, copy machine, and other equipment, as required.
11. Ability to carry out functions with minimal supervision.

Education and Experience – Minimum Requirements:

1. A Bachelor's degree in Child Development, Early Childhood Education, or related field;
2. Three to five years of progressively responsible experience in child care management or other work with parents and children; preferably experience in licensure, teaching/training, consultation, or similar activity.
3. A valid driver's license.

Physical Requirements:

Must be able to perform *Essential Functions* of the position.

Employer's Rights: This job description is general in nature and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

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Created /Evaluated		
Revised	July 1, 2010	
	March 15, 2012	
	October 2016	Direct Reports added
Re-evaluated	February 2013	
	October 2016	