

## **DOWN EAST PARTNERSHIP FOR CHILDREN**

**POSITION:** Family Services Coordinator I

**REPORTS TO:** Family Services Program Manager

**CLASSIFICATION:** Exempt

**HOURS PER WEEK:** Full Time 40 hr.

**DATE:** \_\_\_\_\_

**APPROVED:** \_\_\_\_\_  
(Executive Director)

### **PRIMARY PURPOSE:**

To provide and coordinate CCR&R Consumer Education and Referral Core Services, including parent referral counseling, parent training, community education, and business outreach within Nash and Edgecombe Counties. To coordinate and provide consumer education and referral services and outreach in the region. To provide and coordinate Triple P Training and Services in Nash and Edgecombe counties.

### **ABILITIES NEEDED:**

- Excellent verbal and written communication skills
- Excellent organizational skills
- Manage multiple processes and tasks simultaneously.
- Ability to work independently, as a team and across teams.
- Skilled at professional network building and community organization
- Ability to serve as an integral, positive part of a larger team/organization
- Excellent Customer Service Skills and ability to adapt in a rapidly changing environment.
- Excellent data entry skills
- Process management, problem solving and strategic planning skills.
- Excellent interpersonal skills, including a positive work ethic and enthusiasm for working with families.
- Experience with group facilitation and presentation Skills
- Strong understanding of child development, positive parenting practices and Early Childhood Education system components
- Excellent Computer skills including virtual platforms, data entry and Excel.
- Initiative to plan and execute tasks and programs with minimal direct supervision.
- Ability to present a professional positive attitude and composure in day-to-day stress and in high-pressure situations.
- Ability to establish rapport and effectively communicate with individuals of varying ages, educational levels, ethnic backgrounds, and socioeconomic backgrounds.
- Bi-Lingual (Spanish) preferred

## **WORK EXPERIENCE REQUIREMENTS:**

- At least 2-3 years' experience in early childhood program services, or an equivalent combination of education and experience
- Thorough knowledge of concepts, practices, and techniques in the field of child development
- Knowledge regarding typical child and family development, and childcare issues
- Teaching or Facilitation experience
- Valid Driver's License

## **ESSENTIAL RESPONSIBILITIES:**

### **Services to Families**

- Provides confidential consumer education and referral services to parents and families residing in Edgecombe, Nash, Halifax, Warren, and Wilson Counties searching for childcare based on NACCRRA Quality Assurance standards
- Distributes written materials on choosing childcare quality to referral partners.
- Provides consumer education and referral services as needed through the DEPC Family First System for families residing in Edgecombe and Nash Counties seeking community resources and support. Stays familiar with both DEPC programs and community resources for children and families.
- Enters and updates family information including DEPC, and Community referrals and services provided in the Family First System Database and childcare referrals in the WLS database.
- Supports parent choices in a non-judgmental fashion, provides referrals in an unbiased manner and maintains confidentiality.
- Presents Choosing Quality Child Care and workshops as needed at DEPC and within the community.
- Work with staff from Wilson and Halifax County Partnership for Children to provide CQCC information to their scholarship parents.
- Facilitates and Coordinates Triple P® services to families at DEPC and in the community.

### **Consumer Education and Referral Core Services**

- Coordinates regional consumer education and referral core services for the region to include:
  - Outreach to referral partners in Halifax, Warren, and Wilson County to include agencies, hospitals, Department of Social Services, and well Child Care providers
  - Maintains data related to reporting, including outreach events coordinated by regional partners.
  - Coordinates with regional partners to ensure families they are serving have access to childcare referrals and referral deliverables are met for the respective county.
  - Coordinates the weekly maintenance and accuracy of the Consumer Education and Referral data in the WLS database
  - Coordinates the Family First Survey and Parent Referral Follow-up process
  - Coordinates the regional outreach materials.
- Coordinates the DEPC Family Services-Consumer Education Activity

- Attends quarterly Childcare and Family Outreach Workgroup and collaborates across teams to consolidate outreach efforts and co-creates the quarterly Building Blocks Newsletter.
- Responsible for the production and distribution of the Building Blocks Newsletter.
- Maintains documentation and data for the Consumer Education Smart Start quarterly report.

### **Services to the Community**

- Recruits parents to participate in DEPC activities
- Distributes outreach materials to community partners and agencies regarding DEPC parenting programs.
- Represents DEPC accurately and professionally in the community and at meetings as designated by the Family Services Program Manager
- Travels as needed to attend meetings and to provide training, presentations, etc.
- Identifies organizations/agencies/businesses and other Family Resource Centers with which to coordinate and share resources, and develop a positive working relationship
- Advocates for family support principles, quality child care and other necessary support services for children and follow the NAEYC code of ethics
- Provides community education and outreach to isolated areas because of geographic, language or other barriers
- Serves as a resource for families of external human services agencies and organizations seeking childcare referral options.

### **Team Responsibilities**

- Attends all CCR&R staff meetings, Family Services team meetings, CCRR Advisory committee meetings, regional CCR&R meetings, Childcare and Family Outreach Workgroup meetings and DEPC staff meetings and retreats which may include an out-of-town retreat.
- Works collaboratively with other DEPC staff to ensure services are available and accessible to families.
- Involved in national, local agencies, organizations or civic groups promoting DEPC.
- Member of the NAEYC
- Stays familiar with the NC Child Care Regulations
- Attend Triple P Peer Support Meetings
- Other duties may be assigned as needed by the Family Services Program Manager and/or Program Director.

### **EDUCATION:**

- A minimum bachelor's degree in or early childhood education, psychology; or equivalent education and/or experience or combination of experience

### **PHYSICAL REQUIREMENTS:**

- While performing this job the employee is:
  - Frequently required to sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands or arms; and talk or hear.
  - Periodically required to stand; walk, stoop, kneel.

- Occasionally required to lift up to 25 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus to operate the computer.
- The position also requires the ability to periodically work under time pressure.