Family Support Coordinator II

Harold Clark Simmons Compassion Center

**Department:** Family Support
**Reports To:** Director of Family Support
**Recruited By:** Director of Family Support
**Approved By:** Vice President of Programs
**Organizational Unit:** Headquarters
**Status:** Part-Time
**Classification:** Non-Exempt

### JOB SUMMARY

The primary responsibility of this position is to serve families in the Family Support Program by facilitating classes for the designated Self Sufficiency Curriculum, collaborating with community partners for employer and community panels, and providing case management services as needed.

### ESSENTIAL DUTIES AND FUNCTIONS

- Provide direct services to program participants which includes but not limited to intake, monthly coaching sessions, goal setting, referrals to resources, providing accountability on their self-sufficiency journey and prayer.
- Trained in and facilitate designated Program Curriculum (Jobs For Life, Work Life, etc.)
- Ensure required documentation of services.
- Assist with program quality assurance monitoring.
- Maintain working knowledge of databases and scheduling software.
- Participate in agency activities to achieve program and agency-wide goals.
- Ensure all interactions with individuals are maintained with confidentiality, except by law to report.
- Represent the Agency at various profession or community organizations as requested.
One More Child is an equal opportunity employer

- Participate in training opportunities to stay abreast of innovative ideas and tools available in the field.
- Maintain flexible schedule to be available to facilitate classes or meet with clients in evenings or weekends when necessary.
- Other assignments as needed or requested by Director of Family Support.

MINIMUM QUALIFICATIONS

- Bachelor’s Degree in Social Work, Psychology, Criminal Justice, or related field.
- 2-3 years of previous experience working with families in a nonprofit, preferred.
- Proficient in Microsoft Office (Outlook, Word, Excel, etc.).

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Excellent customer service skills.
- Ability to build effective professional working relationships internally and externally.
- Effective communication skills, both oral and written; attention to detail, and ability to multi–task, stay organized.
- Ability to interact with high energy and enthusiasm when working with participants who may present varied responses to the program.
- Ability to handle crisis situations calmly and with expertise.
- Knowledge of community resources and the ability to maintain a cordial working relationship with other agencies and partners.
- Adept at problem solving, decision making abilities, and conflict resolution skills.
- Empathy and ability to work with people from disadvantaged, marginalized, or socially excluded backgrounds.
SPIRITUAL QUALIFICATIONS

- Must have had a personal conversion experience with Jesus Christ and been scripturally baptized.
- Must have a sense of commitment to ministry through vocation.
- Possess a sincere desire to seek God and His kingdom.
- Demonstrate personal and devotional habits and practices such as Bible study, prayer and daily meditation.
- Be a member of a New Testament, evangelical Church in the local community and attend regularly.
- Engage in witness activities as a normal part of life.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job functions are performed in a normal office environment.

I understand this job description is not intended to be an “all-inclusive” list of the requirements of this position, but to describe the general nature of the job and a reasonable representation of its activities. I also understand that additional related responsibilities may be identified by the company and listed as such in my performance appraisal.

Print Name: ____________________________ Signed: ________________________________ Dated: ___________