



Title: Bilingual Coordinator of Family Support Services
Direct Supervisor(s): Director of Marketing & Community Outreach
FSLA Status: Exempt
Salary Grade: 10

Primary Purpose of Position:

The Bilingual Coordinator of Family Support Services is responsible for implementing and managing Partnership parent education and family support activities and promoting a comprehensive, seamless continuum of services within the community that will help create family environments conducive to the healthy growth and development of children. We envision a dual-language speaker (English & Spanish) in this position.

Duties & Responsibilities:

Provides Services With, Through, and To Families

- Administer family support activities: plan, implement and evaluate programs; supervise staff, including providing reflective supervision to the county's Parents As Teachers program; develop and coordinate outreach; monitor budgets and expenses.
- Provide direct services to families, as needed, in accordance with the Partnership's strategic plan and priorities. Note that this may/will likely include framing new programs and forms of outreach based on feedback from families and key partners.
- Connect families to Partnership programs and services – NC Pre-K Program, Parents As Teachers, Dolly Parton Imagination Library, etc. – and to other related services provided by other entities.
- Research best practices for program delivery by tracking parenting activities in the community and conducting other quantitative as well as qualitative strategies to ensure we maximize finite funding streams.
- Provide direction, leadership, assessment, implementation and staff development for family support programs.
- Review and coordinate family support services with other Partnership and community activities.

Personnel Management/Coordination

- Recruit, train and supervise family support staff and volunteers.
- Serve as primary liaison to Family Engagement & Leadership Coalition (FELC) by convening and facilitating meetings, writing and recording minutes/notes, following through on specific action items, closing communication loops, etc.
- Help coordinate communication/information so that volunteers and staff are informed about programs and can convey basic information as needed.
- Ensure compliance with all Partnership personnel policies and procedures.
- Facilitate reflective supervision of Parents As Teachers staff, and others as warranted, in accordance with model requirements.

Organizational & Fiscal Management

- Work cooperatively with Partnership staff to frame and articulate the vision and mission of the Partnership as it relates to parents and families of children birth through 5 years of age.
- Provide oversight to family support activity budgets.
- Ensure proper expenditures of budgeted funds.
- Monitor paperwork and documentation kept on all family support expenditures to ensure accountability for Smart Start, NC DHHS, NC Pre-K and other funding sources.
- Fully comply with all fiscal policies and procedures.

Collaboration/Community Outreach

- Participate in community or statewide initiatives, committees, and/or forums or ad hoc groups formed to focus on the needs of families of young children.
- Build and strengthen relationships with community organizations serving families of young children.
- Serve as a primary contact for and liaison with Randolph Public Library's Community Navigators.
- Serve as RPC's primary liaison to NCCARE360, the first statewide coordinated care network to electronically connect those with identified needs to community resources and allow for a feedback loop on the outcome of that connection.
- Broaden community awareness about the Partnership's parent education and family support services.
- Advocate on behalf of young children, their parents and families.
- Promote knowledge and usage of family support principles in the Partnership and other family-oriented organizations.
- Provide training to community groups and/or partnering agencies.

Marketing/Outreach

- With staff, market and recruit families for Partnership services.
- Coordinate annual NC Pre-K recruitment process (child find activities)

Resource Development

- Identify funding sources for parenting education and family support services and draft grant proposals as warranted.
- Participate in and support all Partnership fundraising efforts.

Evaluation

- Work with the Program Evaluator to systematically collect and analyze information about activities, characteristics, and outcomes of family support activities to assist staff and Board of Directors with data regarding progress toward impacting countywide early childhood issues, progress toward addressing Partnership needs or target populations, and overall effectiveness of family support.
- Ensure regular data entry into computer databases.
- Complete required Partnership and program reports.

Other Duties as Assigned

- Perform other duties as necessary to promote and foster the mission of the Randolph Partnership for Children.

Qualifications/Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and meet the requirements listed below.

- Dual-language speaker (English & Spanish)
- Knowledge of family support programs and family dynamics (3-5 years direct experience)
- 3-5 Years of Supervisory Experience
- Must pass a criminal background check.
- Must have reliable transportation and valid driver's license.
- Occasional evening, early morning, and/or weekend hours required.
- Some travel is required.

Education and/or Experience:

Bachelor's degree in a field related to social work, human services, or child development from an accredited college or university and three (3) or more years' experience in supervision of staff and programs working with families, with an emphasis on program development, management, and evaluation. Equivalent combination of education and experience considered.

Knowledge, Mindsets, and Abilities:

- Dual-language speaker: strong fluency in English & Spanish
- Must be able to connect with families, children, and coworkers with enthusiasm and professionalism.

- Knowledge of principles of family support and/or Strengthening Families Protective Factors Framework.
- Commitment to responding to the barriers children and families face that have been created by historical and systemic oppression.
- Commitment to centering the voices and experiences of families by including them in decision making.
- Proficiency in Microsoft Applications.
- Ability to present information effectively in writing and orally.
- Ability to effectively present information to small groups, top management, and/or boards.
- Ability to communicate and work effectively with people from diverse backgrounds.
- Ability to adapt to and support a changing work environment and new demands.
- Attention to detail, and compliance with rules, regulations, and deadlines.
- Ability to assess and report on programmatic compliance.
- Ability and experience managing program budgets.
- Ability to write reports and present findings.
- A high level of organizational and interpersonal skills.
- Ability to work independently and as part of an integrated team.
- Ability to lift up to 40 pounds.