



JOB DESCRIPTION

Family Liaison

I. GENERAL DESCRIPTION, LEVEL OF RESPONSIBILITIES

The Family Liaison works with Carpinteria families to promote their health, academic success, and well-being and to reduce family stressors so families can support their children's preparation for kindergarten and later academic success. This position enrolls families in health and social services, helps families connect to services provided by other agencies, and teaches and coordinates classes for parents and families. This position works with direct service providers in the Thrive Carpinteria Partner Network of on-site and off-site partners.

II. SPECIFIC DUTIES, FUNCTIONS AND RESPONSIBILITIES

1. Promote a culture of empowering families and work to provide of a consistent pathway of care for families both within the FRC and the Thrive Carpinteria Partner Network in keeping with the California Network of Family Strengthening Networks' Standards of Quality for Family Strengthening & Support or similar standards
2. Contribute to the provision of a high-quality, appropriate, and culturally sensitive family support program. Provide or assist in the provision of
 - information/referral services and follow-up primarily to families with children aged 0 – 5 in the Carpinteria community
 - case management for families in need including long-term goal setting and monitoring of those goals
 - parent support and education classes on topics such as parenting, school expectations, literacy, health, and the five protective and promotive factors
 - home visitation, advocacy, and language interpretation support as warranted
 - crisis intervention as needed
 - health screenings and other community events that promote children's wellness and school success
 - volunteer programs including those that promote health, family engagement in children's lives, and economic well-being
 - special events such as a health fair or summer camp
3. Maintain accurate and confidential client files and data tracking using required systems while complying with contractual expectations, ethical and legal standards of practice and confidentiality, and HIPAA and FERPA requirements as appropriate
4. Implement program-adopted screening tools for parents and children
5. Maintain effective communication with families and staff
6. Ensure contractual expectations and program targets are met.
7. Work closely with colleagues in Carpinteria and Santa Barbara County to be knowledgeable about the social services, health, and parent education opportunities available to our community and how to access and coordinate them in Carpinteria, thereby filling gaps in available service
8. Maintain confidentiality and ensure privacy in communications about children, families, and staff and colleagues.
9. Contribute to team effort and meet regularly with staff members in the FRC to plan and monitor implementation of initiatives and ensure integration of program operations
10. Other duties as deemed necessary and appropriate by the Executive Director or immediate supervisor

III. EMPLOYMENT QUALIFICATIONS AND STANDARDS

1. Bachelor's degree or three years related experience preferred
2. Knowledge of and experience providing social services preferred
3. Knowledge of child development or experience working with young children preferred
4. Proficiency in both English and Spanish required; bicultural preferred
5. Computer and Internet literacy and excellent verbal and written communication skills in English and Spanish required
6. Ability to prioritize work and manage multiple tasks effectively
7. Valid automobile insurance and a valid California Drivers License are required
8. Flexible hours including nights and occasional weekends required

IV. CLASSIFICATION: Non-exempt

V. WORKING CONDITIONS

Work is generally performed within a school or office environment. Work is generally sedentary in nature. The working environment is generally favorable. Lighting and temperature are adequate, and there are typically no hazardous conditions. Occasional lifting and carrying is required.

VI. IMPORTANT PERFORMANCE FACTORS

- Attendance and dependability: Can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious about assignments.
- Communication and contact: Communicates effectively and respectfully, both verbally and in writing, with superiors, colleagues, Board of Directors, volunteers, vendors/suppliers and the public.
- Relationships with others: Works effectively and relates well with others including superiors, colleagues, Board of Directors, volunteers, vendors/supplier and the public, maintaining professional and constructive working relationships.
- Adherence to policies and procedures: Complies with written and verbal policies and procedures, as well as instructions from management.

This job description is not intended to be an exhaustive list of all duties, responsibilities, and skills required. Other duties, as assigned or deemed necessary by management, may be required. Management reserves the right to revise this job description at any time. The job description does not constitute a contract for employment, nor does it in any way alter the at-will employment relationship.