

Family Services Coordinator

Alameda Family Services

Alameda Family Services is a non-profit agency providing comprehensive services to youth, families and children in the City of Alameda.

Early Childhood & Family Support Services

Early Childhood & Family Support Services (ECFS) programming connects individuals and families to resources in the community that support access to education opportunities and needed health and family services. Case management is provided to individuals, families, and seniors and to those enrolled in our federal and state funded child development programs that provide comprehensive services to qualifying pregnant women and families with children birth to 5 years of age. Child development, health and family support services are provided through a variety of unique program options designed to meet the individual needs of children and families.

Job Summary

Under the direct supervision of the Assistant Director of Health & Family Services, the Family Services Coordinator will support the programs in maintaining an exemplary Family Services department that supports staff and parents, maintains best practices, and is responsive and dedicated to the development of each child and family. The Family Support Services Coordinator facilitate educational opportunities, provide resources and referrals, promote the health, wellness and resiliency, and ensure the safety of the children and families enrolled in the Head Start/Early Head Start Program and those seeking support from the Alameda Family Services-Early Childhood & Family Services Division.

General Responsibilities

1. Assist in mentoring new family services staff and assist staff in developing individualized professional growth plans.
2. Provide family services training and follow-up to staff as directed by supervisor.
3. Assist in the monitoring of family services in accordance with the Head Start Program Performance Standards (HSPPS) as instructed by supervisor.
4. Monitor completion of Family Assessments, Partnership Agreements and Family Goals for quality assurance and timeliness and assist family services staff in providing appropriate referrals and follow-up services that support families in achieving goals that supports health, wellness, resiliency and school readiness.
5. Assist in tracking, monitoring, analyzing and reporting family services indicators and attendance to ensure parent engagement, high-quality service delivery and compliance with the HSPPS.
6. Assist in organizing, facilitating, attending and leading agency, program, and community-based meetings, trainings and events directed by supervisor.
7. Manage a caseload of 8 to 24 families and support service delivery of other family service workers as requested.
8. Support and promote the agency and program mission and philosophy within the agency,

- program and community, including following the agency and program lines of communication
9. Work with, contribute to, and serve as a member of a multi-disciplinary team by encouraging and facilitating problem solving strategies; accepting supervision, and working closely with direct service staff, program management, agency administration, community partners, coaches & consultants to ensure high-quality services and implementation of best practices.
 10. Assist in ensuring compliance with emergency health and safety policies, procedures and protocols (including but not limited to COVID-19 response services).

Knowledge, Skills, and Experience

- Family Development Credential, AA or BA degree in Social Services, Family Services, Early Child Development, or related field is required.
- Two years of direct social service experience is required, with working with immigrant families and/or providing services to families who have experienced trauma is preferred.
- Knowledge of and/or ability to access relevant community resources is required.
- Knowledge of, or ability to understand, follow and adhere to State and Federal Head Start/Early Head Start regulations, performance standards and guidelines is required.
- Computer literacy and data entry experience required. Experience with ChildPlus preferred.
- Ability and desire to work as part of a team in a culturally diverse environment
- Second-language skills are desirable.
- Must be at least 18 years of age.

Compensation & Benefits

Classification:	Non-Exempt : Hourly
Hours:	32-40 Weekly including a paid ½ hour lunch
Paid Holidays:	Up to 11+ Days/Year depending on schedule and FTE
Vacation Accrual Rate:	9.23% (Approximately 24 days per year for full-time position.)
Sick Leave Accrual Rate:	4.62% (Approximately 12 days per year for full-time position.)
Health Benefits:	Medical & Dental Insurance Coverage
Professional Development:	Training & Professional Growth & Development opportunities.
Optional Savings Plans:	Section 125 and 403b Retirement
Starting Range:	\$20.75 - \$22.55 (Depending on degree and years of experience)

Equal Opportunity Employment

Alameda Family Services does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.