



POSITION DESCRIPTION

Title: Trainer and Family Support Coordinator

Department:

Intact Family

Exemption Status:

Exempt

Reports To:

Director of Intact Family

Last Revised:

September 2022

Titles Reporting to Job:

None

Position Summary:


Under the direction of the Program Director, this position is responsible for the design and delivery of parent education and other identified training to new and current intact families being served, as well as other DCFS-referred participants. The Trainer/Family Support Coordinator coordinates and conducts Parent Education Classes on an ongoing basis and also provides individualized office or in-home parent coaching and training as needed, to enhance and supplement skills acquired in parenting classes.

Essential Duties and Responsibilities:**Agency:**

1. Nurtures positive and collaborative working relationships with other Agency staff as well as outside providers.
2. Implements the Agency mission, philosophy, core values to direct daily work and decision-making adheres to agency policy.
3. Cultivates a professional and respectful work environment.
4. Is actively involved and knowledgeable of the Agency's Performance Quality Improvement Process.
5. Approves time sheets and ensures compliance with Agency and funder guidelines.
6. Accountable for daily activities within the allowable activities approved by the Agency.

Essential Duties:**Direct Training, Support, and Training Coordination:**

1. Identifies and analyzes program training needs, in collaboration with the Program Director, in order to develop new training curriculum and to improve existing training, in order to support the needs of Intact Family and other DCFS-referred participants.
2. Ensures that program trainings are provided through a mixture of knowledge-based and skill-building exercises. Exercises may include role-playing, case simulations, and other experiential learning techniques.
3. Actively engages in ongoing research, to incorporate new information and training techniques in order to improve effectiveness of trainings (i.e. knowledge of adult learning principles, instructional design, behavioral effectiveness skills, and learning technologies).
4. Develops, organizes and maintains parent educational training manuals, multimedia visual aids, and other educational materials related to participants training curriculums.
5. Tabulates testing results and evaluation procedures related to impact in knowledge, attitude, and/or skills related to participants.
6. Closely monitors training services provided to participants to ensure that the needs of participants are adequately met.

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7. Advises Program Director and Supervisors on training gaps and needs, in order to achieve and maintain best practice training standards.
8. Conducts intake assessments and clearly reviews expectations for participation and successful completion of the program's Parent Education Classes (i.e. punctuality and attendance, in-home visitation and observations, homework assignments, etc.).
9. Coordinates and conducts ongoing English and Spanish parent education classes, utilizing evidence-based parenting skills curriculum, in accordance with the IDCFS parenting classes sub-contract.
10. Acts as the designated liaison, and is responsible for the monitoring, reporting, and billing coordination in accordance with IDCFS parent education contract.
11. Coordinates childcare and engagement activities for the children of parents attending the Parent Education Classes.
12. Documents services provided in progress notes, letters, and other appropriate written work.
13. Contacts program participants and other entities in relation to participants' needs and issues, through phone calls, emails, faxes, letters, memos, and individual contacts.
14. Assists child welfare specialists and supervisors, in the assessment of participants' parenting skills, abilities and functioning, and coordinates referrals for parent education classes, in-home parent coaching, parent support groups, etc., as needed.
15. Provides assessment and recommendations regarding parental needs and strengths, as well as their ability to apply the knowledge and techniques that have been learned via the parenting classes, in their real world environments (e.g. in the context of their own homes and /or in their interactions with their children).
16. Provides parents with additional one-to-one teaching and coaching, related to effective parenting strategies and skills, via home visitation and utilizing parent/child observation and interaction methods, in accordance with the "parent coaching" model.
17. Coordinates and facilitates various psycho-educational and self-help support groups for Intact Families, in order to provide extended support to families after the parenting classes are completed and while the intact family case remains open with the Intact Family program.
18. As requested, may provide staff professional development workshops and in-services to other agency staff, on behalf of the Intact Family Program.
19. Other duties as assigned by the Director of Intact Family Services Program.

General Requirements:

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.


Education/Experience:

Minimally, must possess a Bachelor's Degree from accredited college or university in Human Services, Early Childhood Development or Family Life and have five (5) years of experience in conducting groups, teaching or instruction in a classroom setting.

Language Skills:

Must be bilingual (English & Spanish); Must be able to understand and proficiently read, write and speak in both languages.

Computer Literacy & KSAs:

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Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

Mathematical Skills:

College-level math skills are required. Must have the ability to accurately prepare and analyze data, including fiscal and statistical reports.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. Trainer and Family Support Coordinator interacts regularly with multi-level IFS staff, participants and other staff throughout the agency. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations. Must develop and maintain strategic relationships with community partners. Must create and maintain a congenial work environment within the Intact Family Services program, modeling and initiating resolution strategies, when needed.

Decision Making Authority:

Under the guidance of the Program Director, the Trainer and Family Support Coordinator must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

People Management:


This position does not supervise others. May provide supervision to students/interns, when requested.

Other:

Must possess excellent interpersonal skills and effective communication skills.
Prior experience in direct training and training coordination, preferred.
Professional image and presentation expected at all times.
Must possess exceptional time management and organizational skills.
Must have access to a car, have a valid driver's license and insurance; must be able to travel as part of home visitation requirements, and in the execution of other programmatic responsibilities.
Must be willing to work a flexible schedule, including evenings and Saturdays.
A personal cellphone is required. Casa Central has a Personal Cellphone Usage Policy that includes a reimbursement amount.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry 25lbs.

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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. The noise level in the work environment is usually moderate. This position requires working evenings during the week and Saturdays. This position also requires home visitation.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this position description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____