



POSITION DESCRIPTION

TITLE: FAMILY RESOURCE COORDINATOR

FLSA STATUS: EXEMPT

REPORTS TO: PROGRAM SUPERVISOR

WC CODE: 8810

POSITION SUMMARY

Under the direct supervision of the Supervisor, the Family Resource Coordinator provides Healthy Start and Healthy Families services in the Post-Partum and/or Ante-Partum unit of the designated hospital. The Family Resource Coordinator interviews all families of newborns and begins the process to evaluate baby's eligibility for the Healthy Start or Healthy Families services. Once eligibility is determined, the Family Resource Coordinator presents the family with information about the program and facilitates enrollment to the appropriate program. This position provides weekend coverage with an average of one weekend day every four weeks.

The Family Resource Coordinator must represent S4KF in a professional manner and ensure and maintain confidentiality of client information.

PRINCIPAL DUTIES AND PERFORMANCE STANDARDS

- Complete a Healthy Start Infant Screen Worksheet on all newborns
- Complete Healthy Families Record Screen on all families with newborns residing in the designated Healthy Families Hillsborough zip codes.
- Complete a Healthy Start Initial Contact on all newborns residing in Hillsborough County and provide educational information and referrals as needed.
- Complete tracking calls on newborns one month post discharges and as indicated in local guidelines.
- Provide and explain the newborn discharge packet along with referrals to community resources and services (e.g. Beds for Babies, WIC, infant classes, food banks, housing, mental health service, etc.), as needed.
- Complete the designated number of Healthy Families assessments with eligible families in the hospital, and occasionally in client's home, within the specified timeframes and guidelines established by Healthy Families.
- Score and submit Healthy Families assessments to designated Supervisor and process approved assessment in a timely manner following established procedures.
- Refer mothers of newborns that indicate they used substances and/or alcohol during pregnancy to hospital Social Services.
- Develop and maintain comprehensive understanding of community programs or resources available to clients and of maternal/child health issues that are deemed risk factors during pregnancy and early childhood (e.g. domestic violence, child safety, etc.).
- Complete and process paperwork (Screening Worksheets, Initial Contacts, Encounters, Assessments, scoring sheets, etc.) accurately, in a timely manner and according to procedure.
- Develop and maintain good working knowledge of programs' coding and documentation guidelines as required by Healthy Start and Healthy Families.
- Maintain client files up to date and organized by following program procedures and documentation guidelines.
- Prepare and submit appropriate administrative reports, accurately and on a timely basis (e.g. activity logs, caseload reports, timesheets, mileage reports, etc).

Position Description – Family Resource Coordinator

PRINCIPAL DUTIES AND PERFORMANCE STANDARDS - CONTINUED

- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining S4KF's high quality service standards.
- Complete designated trainings within the listed timeframes
- Participate in trainings, supervision and team meetings, as requested.
- Abide by all S4KF policies and standards of conduct
- Abide by all designated hospital's policies and procedures
- Perform other duties as assigned

KNOWLEDGE AND SKILL REQUIREMENTS

- BA/BS in social work, human services, or related field in an accredited program.
- Manage a caseload; organize and prioritize work assignments; make decisions and independent judgments; determine the appropriate course of action in emergency or stressful situations; and recognize reportable events.
- Knowledge of confidentiality regulations and procedures
- Knowledge of issues with Child Abuse and Neglect, Family Violence, Substance Abuse
- Knowledge of community resources and how to access resources
- Must communicate effectively both verbally and in writing
- Computer keyboard skills with proficiency in Microsoft Office (Outlook, Excel, Word,) and internet
- Bilingual English/Spanish verbal and written - **mandatory**

SERVICE EXCELLENCE STANDARDS

- Able to build and maintain the management and employee trust.
- Demonstrates commitment to maintaining S4KF's high quality service standards.
- Works effectively with diverse populations, demonstrating an understanding of, and sensitivity to differences in cultural characteristics, socioeconomic status, and background experiences of the agency's service recipients.
- Deals professionally and proactively with Board members, staff, consultants, clients, providers, and the public.

ADDITIONAL REQUIREMENTS

- Able to pass a DCF Level II and local criminal background screen
- Able to pass a pre-employment drug screen
- Must have a valid Florida driver's license, along with the State required automobile insurance