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## POSITION DESCRIPTION

**TITLE:** SUCCESSFUL FAMILIES PROMOTORA

**FLSA STATUS:** NON-EXEMPT

**REPORTS TO:** PROGRAM SUPERVISOR

**WC CODE:** 8864

### **POSITION SUMMARY**

The Promotora is a full-time position operating under the direct supervision, coaching and guidance of the Successful Families Program Supervisor. The Promotora is responsible for providing outreach and education services/support within the scope of a given project to successfully meet defined program outcomes. Required to have the ability to provide peer support and understand the cultural aspects of the populations served in East and South Hillsborough County. This position will require strong interpersonal skills and cultural competencies with the populations that the Successful Families program serves so as to be able to build relationships and provide effective peer supporting.

The Promotora(s) will be required to effectively collaborate with other community-based agencies so those being served can be linked to needed services and resources within their community.

The Promotora(s) shares in S4KF's commitment to provide a high-level of services to all clients and in the expectation that all defined outcomes will be met. The Promotora(s) will adhere to all organizational policies and procedures, as well as compliance with all applicable funder requirements and federal/state/local laws and regulations. The Promotora(s) must be able to represent S4KF in a highly professional manner, ensure the confidentiality of clients, and work effectively with families, children and community-based agencies.

### **PRINCIPAL DUTIES AND PERFORMANCE STANDARDS**

#### **Case Management Services Provisioning:**

- Receive and review referrals for case management programs and assess appropriateness of S4KF services.
- Contact client families to offer and explain S4KF's services: follow up with a home/community visit on a timely basis as required.
- Participates in, coordinates, and/or attends community events as a representative of S4KF and the Successful Families Program.
- Conducts outreach through community events, community-based agencies and organizations, involving and motivating Promotora(s) to participate in outreach activities as needed.
- Take proactive steps to provide families with access to applicable community support services/resources. Establish a plan with the families to address client needs and provide coaching and guidance to ensure a successful outcome.
- Monitor client progress: enhance or revise support plans as needed. Produce and maintain client reports in an accurate and timely manner according to S4KF standards. Submit reports for S4KF management review as needed.
- Maintains documentation of program activities, and assists in tracking data related to classes, workshops, client/families and community members.
- Assists program supervisor to ensure that grant goals and objectives are successfully met.
- Ensure complete confidentiality of all client business and transactions.
- Develop a comprehensive understanding of all internal and community-based programs and services available to clients, maintain an awareness of changes in program/service offerings and requirements, and stay informed of new program and service offerings.
- Manage caseloads, determine priorities based on risk and need of client/family, make decisions based on organizational procedures and sound judgement, recognize and act on reportable events, determine appropriate course of action in emergency or high-risk situations.

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- Ability to effectively and efficiently manage assigned caseloads in both East and South Hillsborough County.
- Bring cases to successful closure within standard timeframes.
- Participates in mandatory trainings and update meetings related to the program to build and maintain current knowledge base of awareness and prevention with the target communities.

### **Organizational Support:**

- Assist in ASO budget development. Manage established budget effectively and efficiently.
- Participate in staff meetings and share information/resources with team members.
- Provide other support as needed.
- Promote excellence and continual improvement by participating in the organization's Performance and Quality Improvement Process.

### **KNOWLEDGE AND SKILL REQUIREMENTS**

- High School Graduate or GED required.
- Minimum one-year outreach experience working with community-based agencies.
- Previous experience in a non-profit setting preferred.
- Strong Skills in family coaching, needs assessment, and ability to help families communicate and work together more effectively.
- Self-starter with ability to work effectively both independently and collaboratively.
- Mandatory Bilingual English/Spanish (verbal, read & write).
- Effective communication skills (verbal & written) in both English and Spanish.
- Effective presentation skills to groups of varying sizes.
- Proficiency with basic computer and word processing skills.
- Ability to build and maintain the community's trust for S4KF as an effective, expert and compassionate provider of service.
- Able to pass a Level II and local criminal background screen.
- Must have a valid Florida Driver's License, good driving record, proof of insurance and reliable transportation.
- Availability to work occasional evenings and weekends if needed.

### **SERVICE EXCELLENCE STANDARDS**

- 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.

### **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

- This position is both an office and field position.
- This position will require non-traditional hours including evenings and weekends.
- Spend some time driving and getting in and out of the car to see clients in their homes or at school.
- Able to see clients under conditions that may be considered uncomfortable or even hazardous, including but not limited to poorly maintained premises that may lack ventilation and/or air conditioning, kept untidy, dirty, cluttered.
- Safely walk/maneuver in a variety of environments including, but not limited, temperature extremes (hot, humid, cold), climbing stairs, dimly lit areas, walking extended distances, etc.
- Able to evaluate a situation and identify potential safety exposures and take applicable action to avoid injury or the potential injury.

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- May be exposed to clients who are hostile or may have poor hygiene, infections, and/or a communicable disease.
- S4KF is a smoke free environment including no smoking when in a client's home.

**ADDITIONAL REQUIREMENTS**

- Able to pass a DCF Level II and local criminal background screen
- Able to pass a pre-employment drug screen
- Valid Florida driver's license
- Reliable and dependable transportation
- Required to obtain, maintain and provide proof of automobile insurance coverage reflecting the following coverage amounts:
  - ✓\$100,000.00 Bodily Injury Per Person
  - ✓\$300,000.00 Bodily Injury Per Occurrence
  - ✓\$50,000.00 Property Damage

**ACKNOWLEDGEMENT:**

**I have read, understand and agree to all duties and responsibilities of this position.**

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Applicant Signature Name (Please Print)

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Applicant Signature

\_\_\_\_\_  
Date