

JOB DESCRIPTION

- Position:** Community Response Coordinator – Disaster Response bilingual
- Status:** 25 hours, part-time, Exempt
- Reports to:** Family Services Director
- Role:** Provides strengths-based, disaster-recovery, case management services to Henderson County families who have been displaced by Hurricane Helene. The Community Response Coordinator will collaborate with other local, regional, and national services to ensure enrolled families have all the resources available to them to help rebuild their lives, homes, and families.

QUALIFICATIONS

- A Bachelor's Degree in social work or other directly related field, or equivalent combination of training and experience in the following areas:
 - Coursework in child development, birth-kindergarten, special education, early childhood education, behavior management, social work, and/or case-management.
 - Knowledge of trauma-informed services.
- Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds.
- Bilingual (Spanish & English) required.

PRINCIPAL RESPONSIBILITIES

- Collaborate with Henderson County disaster recovery efforts to identify families in need of case-management services.
- Work closely with families to ensure that basic needs (food, shelter, transportation, education) are being met. Create plans for family storm-recovery and self-sufficiency.
- Coordinate all aspects of family-centered support. This includes:
 - Weekly visits to each enrolled family.
 - Assessment of family needs and linkage to community agencies/programs.
 - Individual goal planning and action plans.
 - Transportation to health, education, and employment appointments.
 - Provide financial coaching to enrolled parents to enhance economic well-being.
 - Offer Triple P parenting services or refer families to other evidence-based parenting programs and support groups.
 - Ensure that all children enrolled in program are periodically screened for delays in overall development, language, hearing and vision.
 - Complete all required documentation regarding referrals, home visits, outreach efforts, community resource connection, case planning and family progress screening summaries, and all essential records required by the program in a timely and comprehensive manner.
 - Administer client satisfaction survey and retrospective Protective Factors survey to each enrolled caregiver.
- Coordinate collaborative efforts with other disaster recovery efforts to ensure that all families are being served.

- Maintain communication with referral partners for long-term success of the families.
- Assist in maintaining data and compiling reports on program services.
- Assist with marketing programs and services within the community.
- Assist with distribution and compilation of satisfaction surveys to participants.
- Perform other duties as assigned.

JOB COMPETENCIES

- **Time Management:** Set priorities, develop a work schedule, and monitor progress towards goals, and track details, data, information, and activities.
- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Communicate Effectively:** Speak, listen, and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Behave Ethically:** Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Technology:** Proficient with computers and other office equipment, including experience with web-based databases, and all Microsoft Office programs.
- **Values Equity:** Supports equitable treatment and equal opportunity for all employees.
- **Values Diversity:** Supports an environment of learning about, valuing, encouraging, and supporting differences.

Children & Family Resource Center is committed to building a diverse staff and inclusive work environment and strongly encourages applications from candidates of color.