



JOB DESCRIPTION

Job Title: **Family Empowerment Specialist, Baby Institute**

Reports to: Baby Institute Manager

Supervises: N/A

Job Code:

FLSA Status: exempt non-exempt full-time part-time other

Salary Ranges: Starting around \$21.00 (**40 hours per week**)

Position Summary:

Performs case management support services for internal and external customers. Provides empowerment services for program participants which includes but not limited to screening, assessment, and appropriate referrals to community agencies and resources, documentation and thorough recordkeeping of all services, ensuring all standards of confidentiality are maintained with client records.

Essential Job Functions

Program Support

- Conduct and appropriately document intake to past/current/future Baby Institute participants.
- Work in collaboration with the Baby Institute Manager to identify potential candidates for services.
- Maintain compliance with all appropriate and relevant standards of professional confidentiality with regard to Baby Institute program records and documentation.
- Complete required forms and documentation in a timely manner (progress notes, contact reports, etc.) using the ELCOC database and/or other databases as directed by ELCOC management.
- Support various sector program events and activities by attending to build rapport with families and partners.

Empowerment Services

- Screen potential candidates for empowerment services to identify appropriate families to receive services.
- Assess the client's strengths and needs in a respectful manner that acknowledges family efforts with self-sufficiency.
- Referral to appropriate service interventions and the building of support systems to enable clients to make maximum use of all referrals.
- Monitor and follow up on client progress.

- Maintain compliance with all appropriate and relevant standards of professional confidentiality regarding Baby Institute program records and documentation.
- Continuously evaluate the appropriateness and effectiveness of all elements of empowerment services.
- Establish and maintain new community partnerships in specified sectors to help improve and maximize the empowerment services.
- Plan and implement family engagement events across program sectors.

Qualifications:

- Organizing own work, coordinating projects, setting priorities, meeting deadlines, and following up on assignments with a minimum direction.
- Ability to establish and maintain positive working relationships with other employees.
- Ability to maintain a cooperative working relationship with a variety of constituents from various multi-cultural backgrounds and socio-economic levels.
- Knowledge of English business language and ability to communicate clearly and concisely, both orally and in writing.
- Ability to communicate effectively sensitive information.
- Demonstrated leadership, facilitation, and coaching skills.
- Assist in preparation and delivery of program training materials.
- Ability to exercise sound judgment within established guidelines.
- Ability to work flexible/hours schedule including Saturdays and/or evening hours.
- Ability to solve problems and deal with a variety of variables.
- Proficiency in the use of computer software (Microsoft Office Suite). Ability to navigate the Internet.
- Must possess a valid Florida Driver's License with ability to travel and make providers visits to and from work, and to travel to off-site locations.
- Professional appearance and presentation.
- Knowledge of federal, state, and local laws and regulations pertinent to children with disabilities and special needs.
- Knowledge of awareness and environmental barriers to inclusion and to the assistance of individuals, childcare programs, and other entities.
- Ability to collaborate and coordinate with other community agencies and organizations to maximize efforts and avoid duplication of services.
- Performs other duties as requested.

Education and Experience:

- Bachelor's degree in social work, counseling, mental health, or comparable social sciences with relevant licensing/credentials with minimum of five (5) years related experience. Master's degree is preferred.
- Knowledge in community resources and social service agencies
- Bilingual - Ability to communicate in the Spanish or Haitian Creole language both verbally and in writing - preferred.

- Composes and types correspondence involving routine matters
- Maintains records and files in accordance with applicable statutes.
- Efficient Data Entry and Processing skills
- Performs customer service functions, including responding to client's inquiries and follow-up as necessary.
- Additional education or knowledge of parenting, family engagement, human resources, mental health, health care and community resources is valuable.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Send Cover Letter and Resume to:

tbrady@elcoc.org

By Fax to: 407-749-0287

By Mail to:

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