



JOB DESCRIPTION

LEAD FAMILY COORDINATOR/PROJECT COORDINATOR

JOB OVERVIEW:

The SOC Project Coordinator is a full-time position. This position requires experience in working with families, youth, and the community. The Project Coordinator will be a team member of Vision for Children at Risk (VCR) as well as the System of Care (SOC), a collaborative network of agencies, families, and youth focused on the total health of children and families with, or at risk for, serious emotional disorders. The SOC supports a family-driven, youth-guided approach to care. This position is responsible for connecting families to appropriate resources and services, while also supporting the Family Support Partners with the day-to-day program operational duties. This will include connecting families to behavioral health services for their children, and family support and resources for the caregivers. The Project Coordinator will act as the liaison with the organization providing behavioral health services to children, families and caregivers, and the community.

DUTIES AND RESPONSIBILITIES:

- Supervise the Family Support Services team,
- Work closely with the SOC Project Director to help achieve the project's goals and objectives,
- Supports Family Support Partners in resolving parent grievances or crisis situations,
- Attend touchpoint meetings with the Courts and help manage referral,
- Process and track intake referrals, and appropriately assign caseloads based on program guidelines,
- Support coordination of the critical case staffing,
- Complete tasks assigned by supervisor,
- Attend Family Support Partner (FSN) meetings and other meetings when necessary to support families and model good advocacy skills,
- Maintain well-organized records and accurate case notes with timely computer entry,
- Help organize and manage internal/external database/portal related to billing/productivity management/community referrals,
- Facilitate/Coordinate SOC Parent/Youth Advisory Council Meetings,
- Organize/Participate in community outreach efforts and presentations regarding the FSP program,
- Co-Facilitate regular team/partnership meetings,
- Participate in FSP documentation audit/partnership submission/follow-up processes,
- Attend all training sessions, staff meetings, and case management meetings as required,
- Communicate and market Family Support Services to families and the community,
- Cultivate relationships with community services and resources to assist with sustainability for families,
- Possess a high level of professionalism and adhere to strict confidentiality of sensitive information as well as maintain timely and thorough case records,
- Receptive and responsive to training, coaching, supervision, and feedback; works well in team setting,
- Position will require occasional evening and weekend hours,
- Additional duties as assigned.

STAFF COMPETENCIES/QUALITIES:

- Must be a parent or family member of a child with a Serious Emotional Disorder (SED) who has received or is currently receiving services from the mental health service system,
- Experience with technology and web-based presentations,
- Excellent interpersonal and communication skills in both program and outreach settings, to include active & reflective listening, listening without judgment, and patience,
- Ability to use technology on the go including smart cell phone, tablet, Wi-Fi, etc.,
- Excellent interpersonal and communication skills in both program and outreach settings, to include active & reflective listening, listening without judgment, and patience,
- Excellent organizational skills with strong attention to detail and problem-solving abilities,
- Drive to make a difference in the lives of children and families,
- Independent and self-motivated, able to comply with and enforce deadlines,
- Positive team player with strong ability to work in a fast-paced environment,
- Capable of handling multiple tasks,
- Proficiency with Microsoft Office products,
- Ability to lift 30 pounds.

Education:

Master's degree in Social Work, Public Health, Public Policy, or an equivalent combination of education and work experience.

Other:

Valid driver's license, regular access to an insured vehicle, and ability to be autonomously mobile in visiting a variety of community settings.

This position is a grant funded position. Send cover letter and resume to jhammonds@visionforchildren.org.

POSITION TITLE:	Project Coordinator/Lead Family Coordinator
REPORTS TO:	Director of System of Care
WORK SCHEDULE:	Full-Time
TRAVEL:	Occasionally and as Requested by Supervisor

LEGAL STATEMENT

The above information on this description has been designed to indicate the general nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

VCR is an Equal Opportunity Employer.