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## **Position Information: CAREGIVER SUPPORT COORDINATOR**

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**Supervised by:** Caregiver Education & Support  
Director

**Supervises:** N/A

**Salary:** Coordinator V

**Classification:** Non-Exempt

**Terms of Employment:** Regular, Full-time

### **Job Goal:**

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Implement family strengthening services with families in Family Support & Connections and provide wraparound services to meet the multiple needs of families who are systems involved. Work with families to increase stability of families, increase parents' confidence and competence in their parenting abilities, to afford children a stable and supportive environment. Increase the safety, permanency and well-being of children and families in Umatilla and Morrow Counties. Assist the Caregiver Education and Support Director in coordinating and implementing family and community strengthening through Parent Education and Community Outreach.

### **Essential Responsibilities:**

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- Family Support & Connections program:
  - Receive referrals DHS, Child Welfare, and other community partners and follow-up with face-to-face contact with clients.
  - Attend assigned trainings
  - Complete Family partnership assessment with each family, assist in developing family goals, provide community resources, and complete follow-up home visits with families to ascertain progress towards meeting goals.
  - Act upon all referrals of potential clients living in Umatilla and Morrow Counties as assigned.
  - Quickly identify formal and informal support systems and contact potential resources that can meet each family's identified needs, and then guide and encourage families to take the necessary steps to access help (i.e. refer to mental health counseling, parenting classes)
  - Provide a combination of in-home and community-based supports as well as a combination of individual and group supports.
  - Provide most services in the community, meeting families where they live; in domestic violence cases assure the meeting place does not endanger any family members; make multiple contact with the family and support system members.
  - Support caregivers in attaining necessary parenting skills through the Nurturing Parenting EBP curriculum.
  - Provide intensive services for up to six (6) months per family.
  - Make weekly contact with clients through home visits. When unable to complete weekly home visit, voice-to-voice contact with family member must be therapeutic in nature – therapeutic is defined as conversation about the client's case.
  - Maintain a system that ensures the Family Satisfaction Surveys (DHS 234) are completed by each family, collected and sent to DHS Central office.
  - Attend monthly DHS/Child Welfare meetings to discuss client's progress.
  
- OPEC Responsibilities

- Coordinate and facilitate parenting education and support groups as assigned
  - Ensure parents and caregivers are honored as child's first and most important teacher in all parenting education opportunities.
  - Collect evaluations following parent/caregiver classes, workshops, and support groups for OPEC reports.
- DHS Support Group facilitator responsibilities include bi-monthly meetings with families who volunteer to participate in Parent Circle curriculum. Target audience is to be recruited from UMCHS programs and the community at-large.

### **General Staff Responsibilities:**

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#### **Employees of UMCHS aspire to the following:**

- *A commitment to the agency's mission, vision, and values;*
  - *A commitment to equipping children and all who care for them for lifelong success*
  - *A commitment to excellence in everything we do;*
  - *A commitment to positive performance and a welcoming culture;*
  - *A commitment to outcomes, measured results and quality improvement;*
  - *A commitment to innovation and to what is possible.*
- Program Participation and Team Member
- Be present at work in order to provide consistency of services
  - Arrive to work on time; punctually attend and actively participate in all required activities, meetings, and trainings.
  - Be a respectful, cooperative, and reliable team member and participant in program activities.
  - Project a professional work image, both in dress and manner.
  - Demonstrate familiarity with employment policies, performance standards, work plan and commitment to mission and values in the performance of daily duties.
- Standards of Conduct
- Perform all work in compliance with UMCHS Standards of Conduct.
- Improve self-skills and education
- Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy
- And or any other duties deemed necessary by your supervisor

### **Education Requirements:**

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- HS/AA/BA degree in Human Services Early Childhood education or related field.

### **Experience and Skills Requirements:**

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- Experience, and certification verifying proof of working with caregivers and families in group and one-on-one settings.
- Two year experience working with children and families.
- Current First Aid/CPR
- Knowledge of early childhood
- Skills in working with children
- Ability to keep accurate records
- Knowledge and skills in working with adult learners.

### **Physical Requirements:**

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to:

- Observe, compare, and monitor behaviors, records and data to determine compliance with prescribed standards
- Comprehend, analyze, and make inferences and references from written material

- Lift and move heavy and/or bulky objects up to 10 lbs.
- Sit for long periods of time with keyboard and do data entry at a computer.
- Occasionally required to stand, use hands to finger, handle, or feel and reach with hands and arms.
- Frequently required to drive, walk and climb stairs in the office and in a variety of community-based and home settings.
- Drive a private or Agency vehicle; must possess a valid driver's license and personal automobile or provide a plan that will allow fulfillment of position requirements. (A DMV Record check will be conducted prior to hire)
- Occasional filing is required. This would require the ability to lift files, open filing cabinets and bending as necessary;
- Produce written documentation with clearly organized thoughts using proper sentence construction, punctuation and grammar.

*Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

### **Work Environment/Conditions:**

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- The work environment includes indoor office environments or comparable spaces, families' homes and community spaces, with frequent exposure to outdoor weather when traveling to home visits and meetings. The noise level varies by sites, home visits, and meetings.
- Job tasks are performed in close physical proximity to other people

### **Safety:**

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Apply safe practices in the performance of duties

- Reporting of unsafe or hazardous working conditions and/or any injury immediately
- Complying with Agency safety standards
- Participate in emergency drills
- Promote a culture of safe environments in the workplace

### **Agency-Wide Requirements:**

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- Current enrollment in the Child Care Division's Central Background Registry
- Current physical examination, drug screen, and TB screen documentation prior to hire
- Desire to work with low-income children and their families
- Communicate effectively with staff, families, children, and the public using the telephone and in face-to-face, one-to-one, and in group settings
- Fluent in English both verbally and written

***Umatilla-Morrow Head Start, Inc. Is an Equal Opportunity Employer***