



Job Title: FAMILY COACH

Employment Status: Full Time; Salary-Exempt

Salary Classification: Family Coach

Summary of Job:

The Family Coach position has been created in response to the needs of families currently enrolled with ELNC programs, offering resources and support in a holistic manner for all members of the family.

The primary role of a Family Coach is to empower the families we serve by partnering with them to achieve their desired goals for their family and child(ren). The Family Coach will serve as this connection piece by developing relationships with families, addressing immediate and more long-term needs, and supporting families on their pathway to success.

Direct Staff Supervised:

None.

Other Key Relationships:

The Family Coach will interact and develop relationships with ELNC Staff, partners, parents, community partners, volunteers and other community early childhood program peers.

Essential Job Functions include but not limited to:

- Develop and maintain trusting relationships with families through calls and in-person meetings/home visits on a consistent and regular basis
- Assist families in accessing various resources to promote stability (Ex. Applying for assistance from DHHS, identifying local food pantries, finding information on upcoming community events and resources)
- Administering the Basic Needs and Social Capital Assessment, completing the Family Bank, etc.
- Help family members identify personal empowerment goals (Ex. Earning their GED, moving into their own home, solidifying stable employment, etc.), create a plan to reach goals, and in collaboration with families create a plan to achieve personal goals.
- Family Coaches utilize the Child Plus database system to track, analyze, and monitor family interactions. Data must be entered in a timely and accurate manner.
- Work with ELNC staff members to access further support for families through data tracking, completing referrals, identifying needed referral services IFSP/IEP, reviewing add-forms and applications for missing health requirements, completing PIR report, etc.

- Work with family members to identify specific barriers to child(s)' attendance and academic success inside and outside the household; partner with family members to create plans of action to overcome barriers (Ex. create attendance letters, conduct home visits, provide attendance calendars, implement family support plans, and complete transition plans).
- Work with teachers and site directors to monitor and identify child behavioral patterns or activity that suggest environmental concerns; create plan(s) of action to address concerns
- Support families with completing EHS health requirements (Ex. identifying medical and dental homes, sharing vision resources, assisting families in completing well child visits and dental exams, etc.)
- Develop strategies to ensure compliance of parent representatives to Parent Policy Council meetings. Ensure that your families attend Nurturing Parenting Curriculum or ELNC sponsored parenting programs such as Real Dads, Legislative Day and Advocacy Training Sessions, and professional development opportunities
- Family Coaches will organize and develop targeted quarterly parent education workshops (such as Financial literacy, Kindergarten Readiness, and GED Prep) for ELNC Parents based on needs identified from BNA, community needs, and parent input.
- Actively assist in annual recruitment activities for all programs.
- Actively assist with administrative duties relating to registration and enrollment by completing registration forms, identifying needed forms for application packets, and ensuring application packets are complete.
- Adheres to all ELNC Family Coach Standard Operating Procedures
- Adheres to all guidelines contained in ELNC's Employee Handbook

Essential Competencies Required:

- **Commitment to ELNC Vision and Mission-** The ability to understand, communicate and incorporate the ELNC Vision and Mission into behaviors and attitudes all ELNC staff are expected to exhibit while performing their job responsibilities.
- **Culturally Competent-** The ability to understand, communicate with, and effectively interact with people across cultures.
- **Flexibility/Resilience** – The ability to adjust to and thrive in a complex and changing environment; handles setbacks and failures with professionalism and candor; effectively and appropriately responds in the face of adversity or conflict.
- **Ability to Multi-Task** – The ability to handle multiple tasks and assignments; prioritizes more important tasks while maintaining a good handle on others; reports in a timely manner any barriers to task completion level ample opportunities for supervisor to adjust deadlines.
- **Results-Oriented Thinking and Behavior** – A genuine concern for effectiveness. Possesses the desire to get the job done with excellence; mentally is focused on getting the best results for actions taken; does not settle for mediocrity.

Knowledge's, Skills, And Abilities

- Knowledge of complex helping systems, professions, and organizations and how they affect children and family welfare, and the multiple uses of such systems, professions, and organizations to deliver services
- Knowledge of safety regulations, practices, and procedures
- Empowerment, empathy and compassion

- Ability to work well with others in a team approach
- Skilled in the use of automation software and related equipment
- Ability to communicate effectively, both orally and in writing

Minimum Required Education and Experience:

- Possess an Associates in human services or related field with a minimum of 2-3 years related work experience.
- Previous experience working with culturally diverse clientele (minimum 2-3 years)
- Flexible schedule
- Own transportation required

Preferred Education and Experience:

- Bachelor's degree in Social Work, Sociology, Family Studies, Psychology OR Bachelor's degree in any field with a minor in any human services field.

Additional requirements of the position:

- Position is identified as having regular contact with children in accordance with public law; therefore, a criminal background check must be completed before your employment is final.
- Program activities frequently take place in the center/site (permanent and mobile), family homes, and other community locations.
- Walking, standing, bending, and carrying of small and light objects

Early Learning Neighborhood Collaborative is an At Will Employer.

EEO/AA