



## **Family Support Coach**

Manna Resource Center is a faith-based nonprofit organization founded to strengthen individuals and families in Douglas County, Colorado and the surrounding area through programs that provide holistic care and support in the areas of self-sufficiency, wellness, and family development. As an employee of Manna Resource Center, you will be joining a team that is committed to loving and serving our neighbors through authentic connections to resources and relationships.

The Family Support Coach provides comprehensive voluntary services for families screened out of child protective services by Douglas County Human Services. The primary focus of this program is to engage families and connect them to community services to prevent deeper penetration into the child welfare system. The position will offer education and support services to parents using strength-based practices. Responsibilities include conducting initial and follow-up assessments; working cooperatively with other agencies to link families to financial services and community resources that meet the parents' expressed needs; and providing direct services and accurate data entry to track and record contacts. Flexible schedule required as this position will work occasional evenings and weekends as needed.

### **Reports To:**

Manna Resource Center Executive Director. The Special Services Supervisor at Douglas County Department of Human Services provides training and supervises the contract between the Manna Resource Center and the County.

### **Location:**

Manna Resource Center is located at Cherry Hills Community Church. 3900 Grace Blvd., Highlands Ranch, CO. This position will require engagement with families in the community.

### **Essential Duties:**

- Engage and interview families for program enrollment and provide needs assessment using the CFSA2. Offer case management services, and manage a caseload of active families in addition to ongoing referral outreach.
- Conduct visits in home or other location convenient for family (weekly, semi-monthly, monthly) as determined by family to provide needs assessment, establish client rapport, set family-centered and strengths-based service plan, and provide direct services and follow-up to assigned families.
- Collaborate with community partners (including but not limited to Child Welfare, Juvenile Justice, Mental Health, Education and Medical) to ensure cohesive coordination of services.
- Follow-up with families to assess goal attainment and need for further referrals and resources that may be required.
- Facilitate the connection to community referrals for services to maintain a safe environment and enhance child and family wellbeing. Referrals include meeting basic, safety, social, esteem, and cognitive needs of individuals within the family and/or the family as a whole. Intensive follow-up required for any referrals provided.
- Develop effective case plans for families regarding parenting skills, family problems, economic stressors, parent/child relationships, and community connectedness. Work toward keeping



children safe in their home and the community. Participate in ongoing training and be responsible for following Quality Standards for Family Strengthening & Support and Trauma-Informed Care.

- Participate in state meetings and trainings, with the approval of the supervisor, in order to implement new and ongoing rules and regulations.
- Provide advocacy to entities involved with family, based on family needs, including but not limited to welfare and public benefit agencies, landlords, and educational entities.
- Call referred families for program enrollment, offering case management and program services.
- Provide reports to the supervisor including information on the number of referrals received, home visits completed, and other appropriate measures as required.
- Maintain accurate reports and database of client demographics and services provided for clients. Use Douglas County Department of Human Services systems and empowOR database system to collect demographic and program information for appropriate documentation of case plans, recommendations, contacts, assessments, family engagement activities, etc. Assist with tracking expenditures/revenues to comply with program budget.

#### Education/Experience

- Bachelor's degree in human services, social work or related field preferred.
- Two years of full-time experience working with direct client/family interaction in a human services related field.
- Demonstrated knowledge of the Child Welfare System preferred.

#### Competencies

- Knowledge of family dynamics, systems theory, domestic violence, and social work theory/practice.
- Knowledge of child development and strength-based family support practices and ability to use these practices when working with families and co-workers.
- Good computer skills, including word processing and ability to learn the statewide child welfare database (TRAILS platform) and other databases (empowOR) as appropriate.
- Ability to engage, foster, and maintain effective working relationships with a broad variety of families and professionals.
- Ability to demonstrate commitment to developing community members' potential, prosperity and protection with demonstrated understanding of cultural awareness.
- Knowledge of family dynamics, systems theory, domestic violence, and social work theory/practice.
- Knowledge and understanding of Trauma Informed Care principles/practices and Motivational Interviewing, and/or will take initiative toward self-directed learning of these.
- Knowledge of child welfare and ability to establish rapport with families who have had a referral to child welfare concerning child abuse or neglect but have been screened out for prevention services.
- Knowledge of social issues such as poverty, gender bias, domestic violence, alcohol and other drug abuse, child maltreatment prevention, cultural diversity, etc.
- Knowledge of Douglas County and Denver Metro area community resources and systems.

#### Requirements

- Fingerprint and criminal background clearance required.



- Individual must successfully complete (or be waived by the Colorado Department of Human Services) all mandatory new child welfare caseworker training within the first four (4) months of employment. Must maintain the required 40 hours annual child welfare training. Individual must complete any state or County required child welfare or adult protection training.
- This position requires driving to various locations. A valid Colorado Driver License and an acceptable driving record, or the ability to obtain before hire, is required.
- Demonstrated ability to apply culturally appropriate skills in interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Excellent communication (verbal and written), problem solving, listening, and interpersonal skills, with the ability to form and maintain positive work relationships.
- Work ethic that exemplifies enthusiasm, teamwork, and self-motivation.
- Strong interpersonal and human relations skills with flexibility, adaptability and ability to multitask.
- Ability and willingness to work within the established structure of Manna Resource Center and a Family Development approach strengthening families and building support systems.
- Occasional evenings and weekends are required to accommodate meetings and special events.
- Bilingual English/Spanish preferred but not required.

### Work Environment

- This position requires work to be completed in office, in client homes and within the community.
- The employee is subject to both inside and outside environmental conditions.
- Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of this position.

### Physical Demands

- No unusual physical demands are associated with this position.
- Spends 50% of the time sitting and 50% of the time either standing or walking.
- Occasionally lifts, carries, pulls or pushes up to 20 lbs.
- Uses cart, dolly, or other equipment to carry in excess of 25 lbs.
- Occasionally climbs, stoops, kneels, balances, reaches, crawls and crouches while performing office or work duties.
- Verbal and auditory capacity enabling interpersonal communication through automated devices, such as telephones, radios, and similar; and in public meetings and personal interactions.
- Constant use of eye, hand and finger coordination enabling the use of automated office machinery or equipment.
- Visual capacity enabling constant use of computers or other work-related equipment.

### Compensation

Salary: \$45,000- \$60,000/year

Benefits: Medical/Dental insurance, 10 vacation days, 10 paid holidays

### Interested?

To apply, please send a resume and cover letter to [ewhite@mannaresourcecenter.org](mailto:ewhite@mannaresourcecenter.org)