

Bastrop County Cares

Job Description

(last updated 05/22/2024)

Job Title: Family Engagement Associate

Department: Child and Family Programs

Position: Exempt

Starting Salary: \$36,000.00

Hours Per Week: 40 hrs per week

Reports directly to: Family Resources Coordinator -Andy Esquivel

Interested Candidates send cover letter and resume to: andy@bastropcares.org **or**
Alicia@bastropcares.org

Job Requirements and Qualifications:

- High School Diploma
- Requirement within the first 90 days of employment to complete National Family Support Network certification and Parent Cafe Facilitator certification.
- Basic working knowledge of the social determinants of mental health
- At least 2 years of experience of working with and supporting families.
- Bilingual Spanish highly preferred

Job Purpose:

- Assists the Family Resources Coordinator in all aspects of the Family Empowerment Resource Center at the physical location and the mobile unit.
- Identify resources and gaps in community resources and communicate these gaps to coalitions and committees so further resources can be developed.
- Serves on multiple community coalitions/collaboratives as a representative of Bastrop County Cares to develop and maintain relationships with partners, communicate data and information, and engage in shared efforts to support parents with young children.
- Develop new and support existing Help Me Grow model inter-agency and intra-agency partnerships.
- Coordinates projects related to the Help Me Grow model as needed or as instructed by the Family Resources Coordinator.
- Assists the Family Resources Coordinator with grants reporting (PWP, etc).
- Coordinates in the local efforts of the Help Me Grow -Deputy Ambassador Program.
- Attends all Help Me Grow annual convenings, monthly meetings/trainings, and the bi-monthly model monitoring.

- Participates in all state work groups and assists in leading all local work groups.
- Ensures that work is accomplished with fidelity for the best interests of BCC/Dep. of CFP and the children/families that it serves.
- Complete Screening ASQ 3/SE tools for families with young children to assess the needs and or needed support.

Essential Functions:

- **Family Engagement and Resource Connector:** Act as a resource connector and connect families to community resources like educational needs, child care, food banks, sports, and recreational activities, etc. This includes short-term emergency connections to basic needs and agencies that can fulfill long-term assistance to families. Assist FRC Coordinator in tracking data for grant deliverables.
- **Front desk duties/Call Center:** Answer in-bound calls in a professional manner, provide callers with relevant resources to address their needs, take clear and complete messages, and follow up with callers according to BCC policy. Receive packages, greet and check in families, and greet general guests to BCC.
- **ECC committee support:** Help and support the Early Childhood Coalition committee work towards the vision that every child in Bastrop County is healthy, safe, and school ready.
- **Clerical duties, training, conferences, and team meetings.**

Knowledge, Skills and Abilities:

- Skill in managing multiple complex projects simultaneously and/or projects involving cross-functional/team alignment.
- Ability to function with a systems-level mindset, understanding of diversity within various communities/cultures; knowledge of global diversity.
- Ability to foster, drive and implement innovative ideas with broad impact
- Ability to create project plans, set milestones, delegate tasks, and track progress
- Ability to measure the success of various DEI initiatives and will help keep the company accountable
- Ability to maintain attention to detail and quality, while working with a sense of urgency
- Knowledge of current community challenges.
- Knowledge of how to identify, recruit and select volunteers.
- Ability to communicate with and engage volunteers.
- Ability to digitize volunteer information.
- Ability to train volunteers.
- Skilled at using computer programs and volunteer platforms.

Ethical Behaviors and Guiding Principles of the Organization:

- We show a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- We always demonstrate ethical behavior and business practices, and ensure that your own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- We establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- We speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- We look for opportunities to improve the operations of the organization.
- We work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- We seek to positively influence others to achieve results that are in the best interest of the organization.
- We assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- We determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- We assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- We think strategically by assessing options and actions based on trends and conditions in the environment, and the vision and values of the organization.
- We seek first to understand before asking to be understood.