



Exciting Opportunity

Family Service Provider

Our Children's Center is growing and we are seeking a Family Service Provider to assist in the recruiting and enrollment of eligible families, assist in assessing parent needs, support and to provide support and referrals to families when required; and to maintain information in family families.

The ideal candidate will possess transferable skills that include but are not limited to tact and professionalism while working with parents and community members, excellent oral and written communication skills, including legible handwriting, the ability to work with limited supervision and knowledge of community resources. The Family Service Provider is responsible for maintaining full enrollment through recording attendance on a daily basis and following up on absences, establish and follow up on Family Partnership Agreements including goal setting and referrals, maintain weekly parent contact notes, conduct five home visits per year with each family, participate in Child Action Team (CAT) meetings for all families 2-3 times a year and as needed.

Experience and Education Qualifications include: A Degree in Education, Social Service or Human Services or High School Diploma /GED, four years of experience in a similar program, prior experience working with low-income families, Clean Valid NYS Driver's License and reliable transportation, clearance through NYS Central Register and Fingerprint check required and prior experience working with low-income families.

**Interested individuals should submit an internal application to
Human Resources Department
REGARDING: Family Service Provider
214 Lake Avenue
Rochester, New York 14608**

Or by email to: hr@voawny.org

Volunteers of America of Western New York, Inc. Children's Center, Job Description

Job Title: Family Service Provider
Department: Children's Center
Reports To: Assistant Director of Children's and Family Services
Classification: Non-exempt Full Time

VOACC Mission Statement:

Volunteers of America Children's Center's mission is to provide a safe and nurturing environment committed to the social, emotional and cognitive growth of all its children by building partnerships with the community to provide families with quality, affordable children's services.

VOACC Expectation:

It is the expectation of this agency that each employee will perform all assigned tasks, as well as seeking additional opportunities to provide assistance or to perform additional duties outside the scope of regular duties, to ensure that VOA Children's Center provides the highest quality of care to all children in each of our programs.

Job Summary:

The primary responsibilities of the Family Service Provider are to assist in the recruitment and enrollment of eligible families; to assist in assessing parent needs; to provide support and referrals to families when required; and to maintain information in family files.

Essential Functions:

- Systematically recruit and enroll children.
- Maintain full enrollment through recording attendance on a daily basis and following up on absences.
- Establish and follow up on Family Partnership Agreements including goal setting and referrals.
- Maintain weekly parent contact notes.
- Conduct five home visits per year with each family.
- Be knowledgeable about community resources.
- Responsible for contacting parents to remind them of monthly parent meetings.
- Participate in monthly parent trainings and/or workshops.
- Act as a liaison to parents, encouraging them to participate in their child's program.
- Responsible for communication with supervisor and other staff as needed (i.e., teaching teams or Health Advocate).
- Participate in Child Action Team (CAT) meetings for all families 2-3 times a year and as needed.
- Provide and document comprehensive case management services to assist children and their families in accessing needed community services and resources.
- Participate in trainings and collaborative meetings.
- Responsible for checking, compiling and recording overall attendance and service data to complete monthly reports.
- Cover reception desk, bus, and/or classrooms as needed.

Qualifications & Requirements:

- Minimum AA Degree in Education, Social Services or Human Services, OR High School Diploma/GED
- Four years of experience in a similar program AND prior experience working with low-income families
- Tact and professionalism while working with parents and community members
- Excellent oral and written communication skills, including legible handwriting
- Ability to work with limited supervision, with ability to take direction and criticism
- Ability to work with children individually and in groups
- Clean valid New York State Driver's License and reliable transportation
- Ability to remain calm in emergencies
- Infant/Child CPR, First Aid and MAT Certification
- Clearance through NYS Central Register and Fingerprint check required
- Medical Statement and Tuberculin Skin Test