



Northcoast Children's Services

P.O. Box 1165, Arcata, CA 95518 ~ Phone: (707) 822-7206 ~ (800) 808-7206
Web site: www.ncsheadstart.org ~ FAX: (707) 822-7962

JOB DESCRIPTION Northcoast Children's Services **FAMILY RESOURCE TECHNICIAN**

Under the supervision of the Family Service Coordinator, and as a member of the Family Partnership team, the Family Resource Technician will provide services to NCS families. In partnership with parents, the Family Resource Technician develops trusting relationships, acts as an advocate for families, and provides support services and resources as needed. This position requires the ability to communicate in both the Spanish and English languages. This is a non-exempt position.

KEY DUTIES / RESPONSIBILITIES:

Family Services

1. Assists in providing direct services to families by utilizing family strengths and resources, including crisis intervention support and assistance.
2. Provides education to families relating to topics such as parenting, budgeting, household cleanliness, safety, lice and other family issues as necessary.
3. Models appropriate advocacy skills for parents in working with community agencies, professionals, and schools.
4. Assists families in scheduling appointments such as medical, dental, mental health, or other as needed.
5. Provides information to Spanish speaking families regarding NCS services, in person and by phone, as needed.
6. Maintains a working knowledge of community resources and current trends in social services.
7. Provides transportation and support for families when needed to access necessary resources.
8. Works collaboratively with staff to provide comprehensive, integrated services for NCS families.
9. Maintains required records and complete all paperwork accurately and promptly.

Community Involvement and Program Integration

1. Works collaboratively with families and other community agencies to meet the service needs of the family. Assures that the family is able to access resources and that appropriate follow up is made.
2. Builds liaisons with other community agencies that will ensure cooperation, coordination and information sharing.
3. Conducts outreach activities to recruit prospective families.

Spanish Resources

1. Interprets and provides translation for staff and Spanish speaking families as directed.
2. Assists with calls from Spanish speaking families as needed.
3. Translates selected written materials and edits materials from outside translators as needed.
4. Participates in community advocacy groups relating to Hispanic issues as needed.
5. Serves as a “clearing house” to assure appropriateness of Spanish materials as needed.

Parent Involvement

1. Under the supervision of the Parent Involvement Coordinator the Family Resource Technician provides general and special project support for the Parent Involvement program area.
 - Attends and supports activities of the Head Start / Early Head Start Policy Council.
 - Facilitates parenting classes for Spanish speaking families.
 - Assists with parent meetings.

Miscellaneous

2. Perform other duties as assigned.

QUALIFICATIONS:

1. B.A. Degree from a four-year college or university in social work, psychology, child development or a related field desired.
2. One year experience working with at-risk families.
3. Two years experience and demonstrated competency in computer office component software such as MS Word, MS Excel or similar applications.

4. Ability to communicate effectively both verbally and in writing. Bilingual in Spanish required. Interpretation/Translation certificate preferred.
5. Experience in project management and the ability to train others.
6. Knowledge of community resources.
7. Experience in communication and the ability to collaborate with others in order to access services.
8. Self motivated, open, flexible and willing to work cooperatively with staff to ensure positive outcomes.
9. Ability to accept, reflect and act upon feedback.
10. Facilitate and model respectable, professional communication and teamwork, demonstrating a positive attitude.
11. Ability to relate to diverse groups of people, including low-income families.
12. Ability to hold confidential all information in accordance with NCS policy.
13. Promotes Head Start and Early Head Start to children, families, co-workers and community.
14. Possession of :
 - valid driver's license
 - evidence of current automobile liability insurance
 - good driving record
 - reliable vehicle available for use during working hours

Physical Requirements

1. Must successfully complete a health screening and provide proof of the absence of TB no later than 7 days following the date of hire.
2. Physical ability to lift and carry objects up to 25 pounds.
3. Physical agility to bend, stoop, walk, reach overhead, push/pull, squat, twist and turn.

Health and Safety Training Requirements

1. Must have a current Criminal Record Clearance with current Child Abuse Index Check on file with Community Care Licensing, or provide fingerprints and a Child Abuse Index Check prior to the first day of work in order to obtain a Criminal Record Clearance from the Department of Justice.