



POSITION: Family Support Specialist & Support Services Associate *Nonexempt*

POSITION SUMMARY: Works with families using evidence-informed, Promising Practice Kaleidoscope Play and Learn (KPL), Parents as Teachers (PAT), and Triple P Level 3 to provide parenting support, positive interactions role modeling, and education to parents on appropriate child development through playgroups, meetings, parent trainings, and connections with other available community services.

Oversees the day-to-day operations of the resource center to include patron database management, cleaning and sanitizing of resource materials, supervision of resource center volunteers, assisting patrons with utilizing resource center items, collection of service-related fees, as well as managing and supporting an efficient customer-service oriented office system.

QUALIFICATIONS:

Minimum requirements - Associate's degree or beyond in social work, child and family relations, psychology, or related field. Three years of supervised experience working in early childhood or related field preferred. An equivalent combination of education, experience, skills, and abilities will be considered. Ability to establish rapport with parents/primary caregivers of varying ages, educational levels, ethnic, and socioeconomic backgrounds. Good oral and written communication skills. Ability to complete required *Kaleidoscope Play and Learn 101* training, Parents as Teachers training and *Triple P Level 3* training prior to service delivery. Computer proficiency. Reliable automobile at his/her disposal and a valid North Carolina driver's license. Proficiency with using Microsoft Office, computers, the internet, and database management a must. The ideal candidate will possess good verbal and written communicable skills, be well organized, have the ability to effectively manage multiple tasks at one time with frequent interruptions, and be able to provide a high level of quality customer service both on the telephone and in person. Ability to speak Spanish considered a plus.

Preferred: Experience working with young children and their parents, trainings, knowledge of early childhood issues/child development, and/or experience in program management.

RESPONSIBILITIES:

- Successfully complete *Kaleidoscope Play and Learn 101* certification training prior to service delivery
- Collaborate with community partners to recruit families to participate in KPL (families with children newborn to age 5 years)
- Work closely with supervisor in planning for caregiver topics, books, child activities and crafts for KPL groups

- Maintain up to date KPL records of attendance and forward copies to supervisor at the end of each month
- Complete *Triple P Level 3* training prior to service delivery
- Keep accurate, up to date documentation of contact with children and families for Triple P and forward required documentation to the Triple P Coordinator in Pitt County. Complete surveys received from the Triple P Coordinator each quarter.
- Successfully complete *Prenatal to 3 Years* and *3 Years to Kindergarten Born to Learn* certification training prior to service delivery
- Collaborate with community partners to recruit families to participate in the Parents as Teachers program (pregnant mothers, families with children newborn to age 5 years that meet program eligibility criteria)
- Conduct regular in-home visits with participating families following the national PAT curriculum standards
- Conduct developmental screenings for participating PAT families
- Maintain up to date PAT program materials and resources
- Keep accurate, up to date documentation of contact with children and families (current within 7 days), recording required data in web-based documentation system and filing in family files or program integrity
- Maintain and complete all required evaluations and monitoring requirements for PAT and the Beaufort-Hyde Partnership for Children
- Notify supervisor when supplies are needed for KPL, PAT or Triple P
- Maintain and complete all required evaluations and monitoring requirements for KPL, PAT and Triple P
- Support parent choices in a non-judgmental fashion
- Have knowledge of community resources for families and children, making referrals as appropriate to community resources
- Advocate for quality early childhood experiences and necessary support services for children and families
- Represent the Beaufort-Hyde Partnership for Children accurately and professionally to the community
- Participate in ongoing professional development
- Travel as needed to meet varying job responsibilities
- Oversee the day-to-day operations of the resource center to include resource center maintenance, assistance for purchases of additional materials (as funds are available), clean/sanitize returned items prior to shelving, organizing lending resource materials, etc.
- Reorder consumable materials as needed (with Supervisor or Executive Director approval)
- Maintain database (enter new patrons, update information on existing patrons, etc.)
- Collect materials and fees from lending library members
- Send correspondence related to overdue lending library materials, fees, etc. (email or postal mail)
- Assist lending library members utilizing the Resource Center items such as lamination, dye cuts, item activity/planning resource selection, etc.
- Supervise Resource Center volunteers (if applicable)
- Maintain breast pump rental information and follow-ups

- Ensure patrons adhere to lending library policies and procedures
- Provide high-quality, friendly customer service
- Manage incoming phone calls
- Greet patrons/clients and direct them to the appropriate agency representative
- Maintain neat, orderly office appearance and assist with the coordination of office work efforts
- Ensure maintenance of office equipment (ex. copier)
- Order office supplies and verify the correctness of the bills of lading of supplies ordered
- Organize and categories office supplies to support general office functions
- Organize, sort, open and distribute all mail
- Receive and receipt money
- Lift/move office supplies or materials (approximately 35 pounds or less)
- Other duties as assigned by the Program Supervisor or Executive Director