



FIRST STEP FAMILY SUPPORT CENTER

323 EAST 6TH STREET • PO Box 249, PORT ANGELES, WA 98362 • (360) 457-8355

Job Title: Family Resource Coordinator, Bilingual-Fluent in English & Spanish Required
Work Location: Forks, WA and the surrounding area
Program: First Step Family Support Center
Reports to: Program Manager
Position Type: 20 hours per week
Hours of Operation: Flexible scheduling within the hours of 8am-5pm Monday-Friday
Salary: \$18.00-\$22.00 per hour dependent upon experience, Paid Sick/Vacation/Holiday benefits, Medical Reimbursement of up to \$3,600 per year.

Position Summary

First Step Family Support Center has an opening for a part-time, bilingual (English & Spanish) Resource Coordination position serving the North Olympic Peninsula, primarily Forks and the West End of Clallam County. The primary responsibility of the Family Resource Coordinator is to provide direct support, resource referrals, and programming that reduces stress, trauma, and isolation for families with children ages 0-6.

First Step Family Support Center's mission is to promote the healthy development of children and families on the North Olympic Peninsula by building family strengths. This position will strive to embrace and strengthen families with children by promoting growth through education, information, referrals, and opportunities to share experiences. Candidates should have a passion for helping families thrive.

Duties Include:

- Act as a member of an agency wide-team of home visitors, case managers, and program facilitators to provide limited case management services, service connection and coordination, and resource linkages for families with children ages 0-6
- Develop and facilitate activities designed to assist families to build social connections, reduce isolation, and engage parents in healthy interactions with their children
- Provide short-term center-based assistance to families with referrals to longer-term case management services when appropriate
- Support culturally and community-specific approaches that promote emotional well-being and healthy relationships
- Maintain accurate and timely records of all client interactions
- Meet with the supervisor as necessary to discuss procedures, protocol, and other administrative processes to ensure quality record keeping, data entry, and quality provision of services to families
- Attend training and meetings as required by First Step

- Support the philosophy and mission of First Step Family Support Center

Education and Work Experience Requirements

- BA in Human Services or Social Sciences preferred. At minimum a high school diploma or equivalency and previous experience with young children and/or parents
- Experience working with parents and children preferred
- Ability to work independently and as part of a team cooperatively and cohesively with other staff members
- Excellent oral and written communication skills required
- Must possess a warm, outgoing, patient, empathic interpersonal style, MUST have the ability to establish trusting relationships, MUST have the ability and desire to work with children and their families of all cultures
- MUST be energetic, tireless, and passionate about working with children, families, and our community

Additional Requirements

- We need a candidate with a passion for the job who is upbeat, enthusiastic, and a team player
- Bilingual candidate fluent in English and Spanish required
- Program requires prolonged sitting and standing
- Occasional stooping, bending, lifting, and reaching. Employee must be able to lift and transport up to 25 pounds.
- Employee must be able to climb stairs as part of their regular work
- Employee must have reliable car, driver's license, and current insurance
- Employee must be able to work in noisy and crowded environments
- Employee must be well organized

General Responsibilities

Direct Service

- Provide community outreach to connect with families in need of services (It is anticipated that this role will spend their time in Forks and the West End areas of Clallam County.)
- Maintain and carry out all scheduled appointments
- Refer clients to First Step programs & other external supportive services to supplement services as appropriate

- Provide interventions and activities that are family-focused, culturally relevant, behavioral, goal-directed, and trauma-informed such as support groups, playgroups, or other activities
- Work a flexible schedule to meet families' needs and be available for consultation. Meetings with families may occur virtually at our First Step office in the client's home or another agreed-upon location
- Provide a warm hand-off to the referred client to ensure that the resource is familiar and available
- Interview clients to obtain information concerning family needs
- Develop and review case plans, defining specific goals and objectives and assisting in meeting those goals
- Provide services to children, adolescents, and families, including phone consultations, virtual meetings, and referrals

Case Coordination

- Maintain robust connections with local resources, including a record of current contact information and referral requirements
- Prepare for family sessions
- Coordinating with coworkers, case managers, and families

Documentation

- Document all travel time, mileage, and other required work-related activities
- Document all client and peripheral interactions related to the services
- Maintain accurate and complete client and program records
- Develop a written record of appropriately-used direct support funds for each client's family

Please email your resume and cover letter to employment_fstep@olyphen.com

This job description is our best approximation of the job and is subject to change.

We are committed to creating and sustaining an inclusive culture that promotes and values diversity, reflects the diversity of the communities we serve, and where everyone feels empowered to bring their authentic selves to work every day. We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender expression or identity, national origin, age, disability, genetics, ancestry, ethnicity, marital status, veterans' status, citizenship status, or membership in any other group protected by federal, state, and local law. We strongly encourage applications from individuals who identify as Black, Indigenous, People of Color (BIPOC), immigrants, people with disabilities, members of the LGBTQ+ community, veterans, and individuals with diverse cultural backgrounds and language abilities. In addition to federal law requirements, First Step Family Support Center complies with applicable state and local laws governing nondiscrimination in employment.