

**Healthy Start Coalition of Hillsborough County
Position Profile**

R 01/19/18

Associate Name: _____

FLSA Status: Non-Exempt

Title: Family Resource Specialist (Floater)

Reports to: CBFRC Program Manager

GENERAL SUMMARY:

Under the leadership of the CBFRC Program Manager, the Family Resource Specialist (FRS) supports and strengthens families through the focus areas of the Children’s Board Family Resource Centers (CBFRC). The FRS connects families with community resources, assists with community outreach and engages families in Center-driven programs/activities at six community-based Family Resource Centers; flexible hours; some nights and weekends required.

PRINCIPAL CRITERIA and STANDARDS FOR PERFORMANCE:

- Provide on-site support and staff coverage to Children’s Board Family Resource Centers
- Assist in the implementation of family support programming
- Refer and link families to appropriate programs and community resources as needed
- Perform daily Center operating procedures
- Work to support Center and collaborative outcomes
- Orient new families to the Center services and environment
- Assist families with completion of applications to community services and/or programs
- Coordinate and facilitate Center-driven programming and events
- Provide families with referrals and follow-up via phone and in-person
- Enter information into database and ensure records are updated
- Support partner agencies with program registration and follow-up
- Support the efforts of all staff
- Ensure Center is a safe warm welcoming environment for all
- Attend mandatory training as assigned by CBFRC Lead Organization
- Follow all CBFRC Policies and Procedures
- Maintain cooperative working relationship with co-workers, supervisors, families, partners and the community
- Maintain confidentiality of all information at all times
- Work within the framework of Five Protective Factors and the Principles of Family Support
- Performs targeted outreach as needed
- Other duties as assigned

KNOWLEDGE, SPECIAL SKILLS, and PHYSICAL REQUIREMENTS:

- Minimum of HS equivalency required
- Proficient in Microsoft: Word, Excel, Outlook, PowerPoint
- Excellent organizational, time management, customer service and communication skills
- Experience working with families in a volunteer or professional capacity preferred
- Communicate effectively both verbally and written in English and Spanish preferred
- Must pass level II criminal background check and pre-employment, post-offer drug screening

