



Parent Ambassador

Reports To: Director of Program Innovation

POSITION SUMMARY

The Parent Ambassador positions were created to provide support to families throughout Ohio. They can best be described as a liaison between local communities and regional supports. Duties will include providing phone and online support to families in need of information and referrals to community resources, social services benefits navigation, facilitation of Parent Cafes and community listening sessions as well as establishment of partnerships with community agencies.

Minimum Requirements

- Completion of undergraduate core program in social or behavioral science or pre-medicine or comparable field.
- Or 2 yrs. exp. in delivery of human services in governmental, community or private human services agency or medical provider where adherence to federal public assistance/human services policies and procedures or those issued by a government agency was mandated.
- Knowledge of social or behavioral science or pre-medicine or comparable field; human relations; applicable federal and state regulations; agency rules and procedures applicable to particular social program*; social work research methods and techniques; public relations.
- Skill in operation of personal computer and/or word processing equipment.
- Ability to define problems, collect data, establish facts and draw valid conclusions; interpret social welfare information and technical materials in books, journals and manuals; gather, collate and classify data about people, places or things; handle sensitive inquiries from and contacts with officials and general public.
- **Preferred lived experience:**
 - Experience with a child with special needs.
 - Experience with child protective services.
 - Experience with any Ohio Benefit.
 - Experience with a child with behavioral health, substance abuse, developmental disabilities, and/or the juvenile justice system.
- Experience providing training to adult learners
- Documented oral and written communication skills, time management skills, and organizational skills
- Knowledge of developmentally appropriate early child development
- Knowledge of Ohio's child care licensing regulations & Ohio's Step Up to Quality rating system
- A valid driver's license and reliable transportation is required
- A non-traditional work schedule may be required

Key Areas of Responsibility:

- Under general supervision, responds in real-time (e.g., telephone email, in person) to inquiries from stakeholders (e.g., families, young adults and agencies) in the counties off Erie, Huron, Lorain, Sandusky and Seneca seeking assistance for concrete supports (e.g., food, bedding, housing), service referrals (e.g., parenting classes) and benefits navigation (e.g., BCMH application). Follow up with stakeholders as specified by policy to ensure needs are met/questions are answered.
- Provides general information regarding program operations; maintains and updates manuals; prepares monthly programmatically required statistical and narrative reports, operates personal computer and/or word processing equipment to maintain records, attends required training sessions, assists in developing informational materials.
- Establishes partnerships and maintains correspondence with regional service providers, governmental agencies & public entities who can provide support to families within the specified region.
- Schedules, plans, and facilitates regional programming (e.g., family listening sessions; Parent Cafes (in-person and virtual) to allow for stakeholder feedback on social services system utilization and supports needed, functions as a liaison between the community and state.



- Performs other related duties as required (e.g., participates in staff meetings, training workshops, conferences, and training).

NOTICE: This position will be assigned to headquarters in Lorain County but will travel around the following counties: Erie, Huron, Lorain, Sandusky, and Seneca counties.

The Parent Ambassador works as a part of a team of child care provider services supports. The team utilizes the agency and department strategic goals to grow the work and support for parents and families by supporting and guiding each specialist caseload, by working together to support one another and by innovating and/or finding new ways for families to find efficiencies and improve their lives. The Parent Ambassador will work with all agency departments to ensure all CCRC services are used in supporting families in North Central Ohio.

Benefits:

- Fulltime position
- 40 hours a week - \$19.50 an hour
- Benefits: Medical (CCRC pays 70%), Life (paid by employer), 403b Retirement, Sick Leave, Vacation Time

Core Values:

Every Interaction Matters - **RELATIONSHIPS**
Committed to expanding and sharing **KNOWLEDGE**
INNOVATIVE in serving our community
INTEGRITY in our daily interactions
TRUST earned with every action

The CCRC is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, age, national origin, protected veteran status, disability, or any other basis protected by federal, state, or local law.