



## Family Service Coordinator

**Responsible To:** Director of Program Innovation

**Purpose of Job:** The Family Service Coordinator will facilitate parent trainings, technical assistance, communication, innovation and collaboration that align with specific state and regional priorities, that support the needs of children and families. Specifically, the Family Services coordinator will establish and maintain working relationships within the community, develop and implement activities to recruit potential foster families. Once identified, the Family Services Coordinator will support foster family applicants on their caseload from intake through the completion of their foster certification by providing; coaching, resources and ongoing support that helps them build the skills they need to become a successful foster family.

**Qualifications:**

- Bachelor's Degree in social work, counseling, business, marketing or related field.
- Knowledge of children service agency structure and process in Ohio
- Prefer experience either as a foster parent, having worked in a foster care or children service setting/facility, or having worked as a county children service case worker
- Excellent written and oral communication and organization skills to relate to a broad spectrum of community organizations, and funders.
- Ability to work independently and self-motivate.
- Ability to maintain timely documentation/data entry into an electronic data system
- Ability to work occasional evening and weekend hours within the work week
- Excellent listening skills with the ability to give and receive critical feedback
- Proven ability to work in a team environment
- Demonstrated commitment to diversity, equity, cultural relevancy and inclusion required
- Experience in/understanding of the provision of quality customer service
- Knowledge of and experience with technology and computer software, such as Zoom, Microsoft Office products
- Ability to successfully pass a background check.
- Current state driver's license, automobile insurance and access to a reliable automobile

**Key Areas of Responsibility:**

- Develop, implement, and evaluate an outreach plan that includes staying informed of current children services policy and procedure changes as well as community specific resources to share with current or potential foster/adoptive caregivers, families and community partners.
- Partner with the ODJFS procured vendor to recruit qualified foster/adoptive caregivers on behalf of the counties in SDA 2.
- Coordinate and implement special events such as; workshops, fairs, presentations, staffing community events, and sharing appropriate materials to support foster family recruitment.
- Conduct presentations to target audiences including; children service agencies, legislators, churches, parents, and community partners to spread awareness, generate referrals, and cultivate relationships
- Provide training, technical assistance and support to potential foster/adoptive caregivers through a caseload model of service delivery to complete the process to become a foster/adoptive parent: initial screenings, orientation, trainings, obtain requirements and steps to successfully complete the process to become a foster/adoptive caregiver.
- Respond to questions and information requests from current and potential providers, families and community agencies via phone, email and committee meetings by

- providing up to date information and connection to community resources.
- Provide excellent customer service to external and internal customers including; responding to direct emails, calls and/or text in a timely manner.
- Establish and maintain positive relationships with; regional training centers, collaborating agencies, community partners, parents/families, parent groups, and public and private children services agencies (PCSA)
- Create promotional materials and informational resources for internal and external purposes, including fliers, newsletters, website and social media content.
- Develop reports and maintaining records of outreach activities and preparing reports as needed to endure progress on established goals.
- Assume other responsibilities as assigned by supervisor.
- Identify innovative strategies to make 212 degrees your personal target

### **Benefits:**

- Fulltime position
- Salary: \$40,000 - \$46,000
- 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.*