

FLSA Status: Full Time / Non-Exempt
Prepared By: Kelly Berger
Job Title: Family Support Coordinator
Reports To: Director of Family Support
Prepared Date: 09/05/2024

Summary:

The Family Support Coordinator is a highly-valued and active support member of the Positive Tomorrows team, whose responsibilities directly impact the organization's ability to fulfill its Purpose Statement, Mission Statement and Strategic Plan. The Family Support Coordinator is responsible for receiving, sorting, and distributing in-kind donations, organizing student health service outings, and coordinating Family Support activities.

Essential Duties and Responsibilities:

- Assist in coordinating Family Support events i.e., student dental, medical, and vision appointments, parent groups, and holiday programs.
- Receive, sort, organize, and store in-kind donations in a timely manner.
- Assist Director of Family Support in entering client and program data.
- Partner with Volunteer Coordinator to arrange and oversee teams of volunteers to assist with in-kind donation projects.
- Aid Family Support staff in managing parent events, gathering supplies for students, and distributing information to student backpacks.
- Ensure that the clothing closet is stocked with seasonal appropriate clothing and hygiene items.
- Collaborate with staff in distributing items to students in need. Follow the monthly schedule of distribution items and distributes hygiene bags as outlined in the Clothing Closet Procedures.
- Track current inventory of clothing and hygiene items; communicate item needs with director.
- Attend professional development conferences and workshops.
- Attend monthly staff meetings and other meetings as requested.
- Transport students and clients as appropriate.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of general office procedures and processes.
- Knowledge of office software programs (Microsoft Outlook, Windows, Excel)
- Ability to organize and maintain complex tasks
- Knowledge and understanding of individuals and families who live in poverty
- Proficiency in operating basic office and educational equipment; copier, laminator, etc.

Personal Characteristics:

- Person of exemplary character who is deeply committed to Positive Tomorrows' mission.
- Ability to work in confidential matters and deal with stressful situations
- Ability to be flexible and to deal with change
- Ability to work with individuals from diverse backgrounds, social classes, and ethnicities
- Able to establish and maintain effective internal and external working relationships.

- Works cooperatively and effectively with others to set goals resolve problems and make decisions
- Ability to work as a member of a team
- Able to work independently with little supervision; accepts responsibility and takes initiative

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Gathers and analyzes information skillfully.
- Customer Service - Meets commitments and anticipates needs of stakeholders.
- Interpersonal - Maintains confidentiality; Remains open to others' ideas and tries new things.
- Team Work - Able to build morale and group commitments to goals and objectives.
- Written Communication - Writes clearly and informatively.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Adaptability - Manages competing demands; able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; maintains part-time hourly schedule.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; responds professionally to supervisory feedback
- Initiative - Volunteers readily; Seeks increased responsibilities; Takes independent actions; Looks for and takes advantage of opportunities; asks for and offers help when needed.
- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Safety and Security - Uses equipment and materials properly.
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Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
Bachelor's degree in social science or education related field preferred; Previous work experience in social services, education, or related field preferred.
- **Language Ability:**
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Math Ability:**
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills:**

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Internet software; Project Management software and Database software.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be willing to work flexible hours, including evenings and weekends.
- Must have vision and auditory abilities to operate office equipment listed above.
- Must possess a valid Oklahoma Driver's license, have reliable transportation and the ability to drive. Ability to meet company vehicle insurance age requirement preferred.
- Must be able to carry 30 pounds and regularly carry boxes up and down stairs.
- Must be able to bend, twist, kneel/stoop, run and crawl.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____