



## Family Support Coordinator Job Description

<b>Classification:</b> Non-exempt	<b>Hours Per Week:</b> 20-40
<b>Wage:</b> DOE	<b>Benefits:</b> Partial
<b>Start Date:</b> TBD	

### **General**

The Family Support Coordinator assists families of Eagle Mount participants to gain a sense of community and support by facilitating communication and relationships in fun, adventurous, and nurturing environments. The Family Support Coordinator will be responsible for creating forums to help parents and siblings of Eagle Mount participants create strong bonds within our community. This position is responsible for increasing opportunities for parents and families to recreate together through Eagle Mount, organizing respite programs, enhancing communication between program staff and families, and assisting families in connecting with community resources. The Parent Support Coordinator reports to the Executive Director.

### **Responsibilities and Job Duties**

1. **Adheres to Eagle Mount policies and procedures**
  - a. Maintains the highest standards of professional behavior and integrity.
  - b. Maintains healthy relationships with participants and their families, volunteers, strategic partners, donors, community members, Eagle Mount staff, and others whose good will is essential to program quality.
  - c. Consults with the Executive Director on questions, problems, procedures and policy decisions as needed.
  - d. Participates in organization-wide activities, events, and initiatives.
  - e. Advocates for Eagle Mount and its mission.
  
2. **Organizes and delivers respite programming.**
  - a. Organizes and coordinates program allowing respite for guardians, including Saturday Night Out and Kids' Night Out programs.
  - b. Designs class and program activities that are safe, fun, and appropriate for participants, volunteers, and staff.
  - c. Manages volunteer recruitment and community awareness of volunteer opportunities.
  - d. Responsible for gathering materials and supplies.
  - e. Plans, preps, and sets up for program.
  - f. Organizes KNO/SNO sibling days four times a year.
  - g. Requests certificates, coupons, etc. throughout the community allowing respite for parents during SNO/KNO sibling days.

3. **Serves as a resource for parents who have children with disabilities.**
  - a. Accumulates resource information from the community to educate staff and families.
  - b. Facilitates connection with directors about family/sibling/father/mother days.
  - c. Promotes family days in all Eagle Mount programs.
  
4. **Interacts and communicates with participants, families, volunteers, board members, staff and community members.**
  - a. Exhibits patience, respect for all, a desire to learn more, and handles busy situations effectively.
  - b. Supports the development of expanded “Family Day” opportunities within existing programs and educates families about such opportunities.
  - c. Maintains a thorough knowledge of community resources and develops a referral process.
  - d. Develops system to track communications with new and returning participants and parents to support program success.
  - e. Attends appropriate meetings and conferences, and keeps current on professional matters.
  - f. Represents Eagle Mount and its programs whenever and wherever the opportunity arises.

### **Employment Standards**

1. Commitment to Eagle Mount and its mission
  
2. Education
  - a. Bachelor’s degree preferred.
  - b. Adaptive certifications a plus.
  - c. First Aid Certification (including CPR) required.
  - d. Licensed Clinical Professional Counselor preferred.
  
3. Work Experience and skills
  - a. Previous experience working with people with disabilities preferred.
  - b. Previous experience working with families preferred.
  - c. Counseling experience preferred.
  - d. Strong interpersonal, communication and organizational skills.
  - e. Computer literacy, with knowledge of data base systems.
  - f. Valid driver’s license.

### **Performance Criteria**

1. Demonstrates leadership, initiative, resourcefulness, compassion, and a positive attitude.
2. Empowers staff to deliver excellent programs and families to better support participants.
3. Effectively facilitates respite programs (SNO/KNO).
4. Enhances Eagle Mount’s ability to support participants and families.
5. Maintains strict confidentiality of clients.