



Bilingual Service Coordinator Recruitment (Part Time)

POSITION DESCRIPTION:

Under the general supervision of the Chula Vista Community Collaborative's Family Resource Center (FRC) Program Manager, and within the scope of program's mission, Service Coordinators work directly with families to provide support services and address barriers to help strengthen families. Service Coordinators case manage families at an FRC and advocate on behalf of clients by providing services and linking them to needed resources. Service Coordinators provide leadership at an FRC and assist with day to day operations of the FRC. Service Coordinators work closely with partner agencies and schools to develop and enhance a comprehensive support system for families.

DUTIES & RESPONSIBILITIES:

- Provide direct family strengthening services to clients/families, including advocacy, service navigation and case management
- Conduct comprehensive assessments, develop service plans, and link families to needed resources
- Provide leadership to one or more Family Resource Centers (FRC's) and assist to oversee the day to day management of the center(s), including facilitating team meetings
- Work closely with the Community Referral Specialist to ensure high level communication among FRC staff and coordination of services.
- Establish and maintain relationships with partners, community agencies and schools in order to develop knowledge about services and available resources
- Develop and maintain effective working relationship with other FRC staff members, school staff, representatives of community agencies and the public.
- Ensure high level of customer service, including assisting walk in clients and the general public
- Perform oral and written translations as needed
- Document services, gather statistical information and assist with completing written reports
- Conduct outreach and presentations of FRC services to the schools and community organizations
- Communicate effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity
- Coordinate and or facilitate groups, classes and events at FRC's and school sites
- Other duties as necessary

QUALIFICATIONS:

- Excellent verbal and written communication skills
- Knowledge of resources in the South Bay
- Experience/knowledge working in or with school systems and staff
- Experience working cooperatively and effectively with other agency staff members, community organizations, partners, volunteers, and the public, including people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles.
- Ability to multitask and work well under pressure.
- Ability to maintain accurate records, research and compile data and prepare detailed reports
- Microsoft Excel, Word, and Outlook skills

MINIMUM REQUIREMENTS:

- BA/BS in social work, psychology, or related field
- Two years of experience in social services, case management and family strengthening casework
- Bilingual – English/Spanish
- Excellent verbal and written **English and Spanish** communication skills

Hours: This position is part time, 28 hours per week; hourly rate \$17, four days a week, 7 hours per day (8am to 4pm) with occasional evening shift.

Please fax (619) 427-6954 or email your resume with a cover letter to Jovanna Penney, FRC Program Manager Jovanna.Penney@cvesd.org

October 17th, 2016