Lutheran Social Services of the Southwest (LSS-SW)

Job Description
FRC Liaison

Exempt: No  
Base Wage: $19.50

Reports to: Program Manager  
Date: February 2022

Supervisory position: N/A  
Program: Family Resource Centers

Location: Maricopa  
Position Type: Full-Time

General Description:
The FRC Liaison is an integral part of the team working to increase family Protective Factors through parenting activities, assistance in day-to-day operations of the Family Resource Centers and ensuring the implementation of the Standards of Quality for Family Strengthening & Support. Under the direct supervision of the Program Manager, the FRC Liaison will coordinate and support FRC volunteers, work with families to discover their strengths and areas of needs, setup and cleanup activities and conduct community outreach to share services offered at the Family Resource Centers.

Essential Duties & Responsibilities

<table>
<thead>
<tr>
<th>WEIGHT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 Voluntary Coordination: Coordinate operational and administrative activities for children and Family Services volunteer engagement program. Duties may include but are not limited to: Identifying volunteer services opportunities, recruiting, and training volunteers, recognizing volunteer contributions, equipping for new assignments, soliciting volunteer feedback, maintaining volunteer records and producing communication materials.</td>
<td></td>
</tr>
<tr>
<td>30 Parent Educator/Preschool Teacher: Facilitate and support implementation of Parenting Activities designed to increase parental knowledge of child development, positive parenting practices, available community resources, personal wellbeing and increase informal support systems. Duties may include but are not limited to; before class set up, after class clean up, interacting with parents participating in activities or providing childcare during adult only learning sessions.</td>
<td></td>
</tr>
<tr>
<td>20 Case Management: Provide families with case management and support to increase families’ Protective Factors. Case management responsibilities may include but are not limited to: screening and interviewing potential clients, connecting and following up on referrals to community based services for positive parenting practices, families’ social emotional wellbeing, services for housing stability, food security and both formal and informal family support based on the families’ identified needs.</td>
<td></td>
</tr>
<tr>
<td>10 Data Entry: Collect and transfer family level data into data system for Family Resource Centers to meet funder and LSS-SW administration outcome reporting. Duties may include but are not limited to entering attendance, family intake, family referrals and follow up in the Family Resource Center data tracking system.</td>
<td></td>
</tr>
<tr>
<td>5 Outreach/Community Collaboration: Participate in Development and Implementation of Regional Outreach Plan. Duties may include but are not limited to: establishing and maintaining relationships with other community agencies and stakeholders to share information about the LSS-SW FRC program. Attending Community meeting and events to share information about LSS-SW FRC programs to recruit new families.</td>
<td></td>
</tr>
<tr>
<td>2.5 Follow internal protocol immediately with regard to safety, health, and environment of the client and employee workspace and workplace equipment.</td>
<td></td>
</tr>
<tr>
<td>2.5 Perform other related duties as assigned.</td>
<td></td>
</tr>
</tbody>
</table>

Example of a Daily Schedule: for FRC Liaison may be meeting with LSS-SW FRC Program and Community Coordinator to discuss volunteer and in-kind needs of the families enrolled in the center. Coordinating center supplies, resources and incentives used in Parenting Activities with the Early Childhood Educator. Setting up, facilitating, and
cleaning up parenting education group learning experiences, collaborating with community partners to meet the needs of families, following up with families about past referrals, confirming attendance for an upcoming parenting activity and entering data to document family outcomes for funders.

Qualifications Requirements
To perform this job successfully, the 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 and/or Experience, Ability
- Associate of Arts in Early Childhood, Social Services or closely related field preferred. Four years in family support, social services or early childhood and/or training; or equivalent combination of education and experience may substitute for an associate degree. Ability to participate as a member of a team, including collaboration, cross-training, and mutual assistance.
- Experience and comfort working with young children birth to 5
- Knowledge of human service systems and resources.
- Experience and ability to use computer hardware and Microsoft Office software
- Current CPR, First Aid certification, Current Level 1 Fingerprint Card and TB.
- Obtain and maintain up to date COVID 19 vaccinations when available.
- Clear a criminal background and motor vehicle screening; must have a clear driving record for at least 39 months.
- Reliable transportation
- Clear the Department of Economic Security, Central Registry Background Check.
- Good time management ability and ability to work independently.
- Obtain training as required by funder within 180 days of hire.

Ongoing Professional Development
- Create and implement an annual Professional Development Plan related to professional growth in this position.
- Complete and Maintain Certification in Standards of Quality for Family Support and Strengthening
- Participate in ongoing Professional Development Training per fiscal year related to this position.
  Obtain and maintain Service Coordination Curriculum Certification/Accreditation relevant to position.

Language Skills
Bilingual English/Spanish is strongly preferred. Ability to communicate clearly. Ability to listen and perceive need, working with people from diverse backgrounds non-judgmentally. Ability to effectively present and represent LSS-SW and the program’s needs to religious and community groups as well as others in the social services community.

Mathematical Skills
Good ability to calculate figures.

Reasoning Ability
Ability to define problems, collect data, evaluate information, draw conclusions, and take appropriate action based on this information. Ability and confidence to make decisions when appropriate and when to solicit guidance from Regional Director.

Physical Demands/Work Environment
The physical demands and work environment characteristics 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.
- Ability to work within mission of LSS-SW.
• While performing the duties of this job, the employee may be required to sit or stand for long periods of time.
• The employee frequently is required to use hands to hold objects and operate office equipment.
• The employee is required to be able to listen and communicate effectively.
• The employee may be required to occasionally lift and/or move up to 25 pounds.
• The noise level in the work environment varies with the activity level of the facility.
• The employee must be willing to drive to community locations and client’s home and able to orientate and navigate well within Program’s boundary.
• Maintain valid AZ Driver License, vehicle insurance and reliable transportation.

I have read and understand this document. I have had an opportunity to discuss this document with my supervisor.

_________________________  _______________________
Employee Signature             Date

_________________________
Employee Print Name

_________________________  _______________________
Supervisor Signature             Date