

FAMILY SERVICES COORDINATOR

Classification: Administrative – Non-School Based

Location: Assigned

Department Reports to: District Administrator

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This is a standard position description to be used for positions with similar duties, responsibilities, classification and compensation. Employees assigned to the position description may or may not perform all of the essential functions indicated in this position description.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Part I: Position Summary:

This position performs a variety of functions to implement and oversee the daily operations of family resource programs at the Wichita Center including the Food Pantry, Clothes Closet, and District Volunteer Program. The position serves as the senior administrative staff member responsible for supporting the district administrator and, as appropriate, providing administrative leadership and guidance to program staff and volunteers. This position is responsible for reviewing and implementing best practices for service delivery of assigned programs and checking compliance with program standards and applicable state and federal law. Responsibilities include staff coaching and guidance, program budget coordination, purchasing, coordination with other district departments, maintaining records, and acting as the program-to-district department liaison all while ensuring that the programs offer a welcoming, safe, and respectful climate for students and families.

Part II: Supervision and Controls over the Work:

Works under the supervision of a district administrator. Responsible for being knowledgeable with district policies and procedures and state statutes and guidelines that govern program operations.

Part III: Major Duties and Responsibilities:

1. Enforces the policies, rules, and regulations of the Food Pantry and Clothes Closet Program and Volunteer Program, as approved by the Community Services Department and the School Board.

2. Manages, trains, coaches, and schedules Food Pantry and Clothes Closet Program Assistant staff members and Volunteers. This includes scheduling subs and coordinating coverage as needed.
3. Provides information and input to Community Services' administrator in supervision and evaluation of Program Assistants.
4. Facilitates regularly scheduled meetings for Program Assistants. Promotes teamwork and cohesion. Facilitates professional development for program assistants.
5. Cultivates relationships and connections with local service agencies, civic and service groups, small businesses, and corporations to procure donations and increase volunteer engagement for the Clothing Closet and Food Pantry programs.
6. Coordinates events and special projects in relation to assigned programs ie: volunteer appreciation, coat drive, resource events etc...
7. Tracks Food Pantry and Clothes Closet inventory and orders food, clothing, and supplies as needed. Ensures appropriate use of funds and follows district purchasing guidelines. Maintains appropriate bookkeeping records.
8. Collects client feedback and conducts needs assessments via surveys, focus groups, and other efforts to ensure programs meet client needs.
9. Collects data on program goals and service delivery. Creates reports and presentations. Represents the district and programs to the community. Provides presentations to community groups and organizations.
10. Ensures compliance with health and safety precautions. Regularly audits programs for compliance and addresses concerns promptly.
11. Uses trauma-informed and culturally appropriate practices in daily interactions with clients that provide positive experiences for all clients and reduce barriers to attaining services. Supports program assistants and volunteers in implementing trauma-informed and culturally appropriate practices.
12. Communicates and coordinates with the Oregon Food Bank, ensuring compliance with Food Bank procedures (i.e. entering family information into Link2Feed, ensuring staff and volunteers have completed required training, participating in collaboration meetings with other food banks, reporting statistics monthly, and entering weekly food orders).
13. Collaborates with other district staff (Student and Family support team, Communications, etc.), to coordinate services to students and families.
14. Responds to questions and inquiries from students, families, staff, and community members about the Food Pantry, Clothes Closet, and Volunteer programs.

15. Prepares regular communication across a variety of channels to provide updated information to students, families, staff, and the community about assigned programs (i.e. social media, website updates, district email communications, etc.).
16. Manages District Volunteer forms and websites and communicates with agencies providing background checks on volunteers.
17. Recruits volunteers for district programs.
18. Collaborates with Human Resources, as needed, on volunteers.
19. Provides clerical and, time-keeping and payroll support for staff related to assigned programs.
20. Required to work some evening or weekend events as needed.

Perform other job-related duties as assigned.

Part IV: Minimum Qualifications:

- Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.
- Completion of a post-secondary degree preferably in a social service field. At the discretion of the District, highly related and comparable experience in excess of that required below may be substituted for all or part of the two years of college/university education.
- Five (5) years of progressively responsible leadership experience involving independence of action and decision-making responsibilities. For positions involving fiscal and/or bookkeeping responsibilities, the experience must include accounting and bookkeeping procedures. Related education above the high school level may be substituted for experience at the District's discretion.
- Strong technology, mathematical, and analytical skills and the ability to develop written communications to effectively and efficiently communicate complex information.
- Knowledge of general office communication procedures including excellent grammar and proofing skills, and the ability to maintain accurate and reliable records and data.
- Ability to work effectively in an environment with frequent interruptions requiring

the ability to concentrate and consistently produce accurate work while responding to interruptions and changing priorities.

- Ability to interact with students, parents, staff, and community members personally, telephonically, and through electronic communications, in a warm and confident manner.
- Initiative and ability to work with minimal direction; sound judgment and decision making capabilities are essential.
- Ability to maintain confidentiality in all matters.
- Demonstrate sensitivity to the cultural, ethnic, gender, and religious diversity of students, staff, parents, and community.
- Ability to present self as a forward thinker, energetic, motivated, creative, organized, relationship builder, and a leader.
- Demonstrate skills in program building, critical thinking, verbal and written communication, computer and web based programs.
- CPR and First Aid Certification.
- Possess a valid state driver's license and the ability to drive a district vehicle to transport items.

Part V: Desired Qualifications:

- Bilingual and bicultural skills

Part VI: Physical and Environmental Requirements of the Position:

- The physical demands and work environment 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.
- While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear and speak. Employee may be required to perform extensive work at a computer display terminal.
- The employee must occasionally lift and/or move 25 to 50 pounds.
- Specific vision abilities required by this job include close vision, distance

vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

- Employee may be required to interact with clients, customers, and staff who are emotionally upset, angry or distraught. In such interactions, employee must be able to maintain control, decorum and professionalism.