



## JOB DESCRIPTION

Lifespan Support Services, Family Resource Center  
Resource Coordinator

JOB TITLE	<i>Resource Coordinator</i>	DEPT	<b>Lifespan Support Services</b>
REPORTS TO	<i>Family Resource Center Manager</i>		
STATUS	<i>Non-Exempt</i>		
WORK HOURS PER WEEK (May Include Evenings and Weekends).	<i>Varies 20-40 Hours per Week</i>		

### **ESSENTIAL DUTIES AND QUALIFICATIONS**

1. Organizational and time management skills.
2. Ability to respond effectively and constructively to a diversity of individuals and situations.
3. Competence and respect for cultural diversity and language equity
4. Demonstrated competency in oral and written communication.
5. Experience in systems and services related to disabilities.
6. Demonstrated initiative in project development.
7. Experience in community outreach.
8. Demonstrated Competency in IEP, IFSP, and IPP processes.
9. Demonstrated Competency in Regional Center services and supports.
10. Demonstrated Understanding of the Delivery of Service System both local and statewide.
11. Demonstrated Competency in providing family support.
12. Skills in various software applications including word processing, spreadsheets, data entry and communications and use of internet.
13. Demonstrated ability and experience in systems and individual advocacy.
14. Fingerprint Clearance.
15. Medical Clearance and Negative for Tuberculosis.

Employee will report to Family Resource Center Manager and:

1. Display professional integrity and encourage philosophy of Alpha Resource Center, Family Resource Center and Lifespan Support Services program;
2. Demonstrate respect for all individuals and encourage family and participant participation;
3. Promote a positive and respectful environment for participants, fellow employees, visitors, and all others encountered with the scope of their job;
4. Prepare and maintain a safe, clean and organized work setting; and
5. Take responsibility for maintaining clean and safe general use areas.

Employee must become familiar with:

1. Job Description;
2. Personnel Handbook;
3. ARC Purchasing procedures; (RAMP)
4. Safety procedures and practices; and
5. Resource Center schedule and operational practices.

Under the supervision of FRC Manager employee will:

1. Assist in coordination and implementation of family resource center activities.
2. Provide intake services, resources, information, referral and timely follow-up.
  - a. Provide case management as directed and under supervision of FRC Manager
3. Maintain organized files and accurate documentation, records, and resources;
  - a. Provide timely and accurate entry of all required data using program software.
4. Utilize the National Standards of Family Strengthening and Support, the 5 Protective Factors, and the "360 Loop" to promote family engagement and enhance knowledge, skills, and confidence through coordination, implementation, and facilitation by providing:
  - a. Effective parent education and parent support activities responsive to parent and community needs and interests;
  - b. Timely family support through meetings, phone calls, correspondence and home visits as necessary;
  - c. Information and resources on child development, community resources, and related systems.
  - d. Enhance opportunities to increase family engagement in program development and evaluation;
  - e. Initiate and assist in implementation of innovative strategies to respond to the needs of children, families, and individuals with developmental disabilities and other special needs.
5. Assist in searches for relevant data and materials as requested.
6. Work with early intervention providers, services coordinators, and community partners toward inclusion and engagement of families in program and systems development.
7. Employee will coordinate Community Outreach and:
  - a. Assist with development and provision of resource and information packets program wide;
  - b. Provide resources and information packets on specific diagnoses to parents and professionals upon request; Assist in workshop preparation, planning and presentation, as requested;
  - c. Support implementation of "child find", public awareness and outreach activities;
  - d. Participate in interagency teams upon request of the FRC Manager and present or represent Alpha to other community groups, public and private, to broaden public awareness.

- e. Employee will assist management in maintaining up to date inventory of furnishings, materials and supplies.
8. Employee will promote the general goals and philosophy of Alpha Resource Center of Santa Barbara by doing the following:
- a. Participate in training as indicated by specific geographical interests and needs; and that promotes professional growth;
  - b. Participate in staff development and training as requested;
  - c. Communicate relevant and necessary information to co-workers, coordinators and managers;
  - d. Prepare for and participate in scheduled staff meetings and in-service training;
  - e. Keep abreast of current developments in the field of developmental disabilities;
  - f. Represent Alpha Resource Center and collaborate with outside agencies as requested;
  - g. Ensure that appropriate health, safety, and service standards are met.
  - h. Keep FRC Manager apprised of any potential hazards or safety concerns.
  - i. Establish own professional goals within the priorities of Alpha Resource Center of Santa Barbara;
  - j. Develop and maintain a high level of staff morale and promote service-wide unity of effort;
  - k. Promote a positive atmosphere for staff and participant growth and self-awareness;
  - l. Complete special projects and other duties as assigned by the Program Manager.

### **SUPERVISORY RESPONSIBILITIES**

None

### **HOURS OF WORK**

Work hours will be fixed per the demands of the department. Regular attendance, punctuality and diligent work performance are expected and required.

Attendance at departmental meetings and general staff meetings is expected.

### **QUALIFICATIONS**

The employee must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Appropriate training will be provided where necessary, and specific assistance in refreshing the employee in those areas where appropriate.

Eligible to work in the United States.

Basic knowledge of office practices and office equipment.

Ability to safeguard confidential information obtained during employment.

Ability to work both individually and as a team member and prioritize work.

Must be able to establish rapport and communicate with clients of diverse cultural, educational and mental and physical ability.

**EDUCATION and/or EXPERIENCE**

B.A. in related field or combination of college and experience *or* two years paid, full-time employment in human services field, working directly with families of individuals with developmental disabilities in the areas of support, referral, systems advocacy, and community resources.

**LANGUAGE SKILLS**

The ability to read and speak English clearly is mandatory. The ability to communicate information to other employees, clients, family members as well as management in a clear and concise manner is essential.

**REASONING ABILITY**

Employee is able to apply common sense understanding to carry out instructions, either written, oral, or diagram form. Must possess the ability to deal with problems involving several variables in any standardized situation. Must be able to prioritize tasks and activities in a manner consistent with direction from supervisor.

**PHYSICAL DEMANDS**

The employee must have the upper body strength to be able to safely lift and/or move up to 25 lbs. unassisted.

The employee is regularly required to sit, talk, and hear. The employee frequently is required to use hands to handle or feel equipment, paper, or files. The employee must be able to operate a computer keyboard as well as see a computer monitor display screen. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision.

This position requires the manual dexterity and adequate vision to read written materials, enter data into a computer, adequate hearing and verbal communication skills to conduct conversations (in person or on the telephone) and interact with staff and others to perform duties.

**WORK ENVIRONMENT**

The work environment would be generally described as an office setting. Occasional trips off-site to work in a community setting are required. The ability to move within all of these areas is required in the execution of the employee's functional activities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and the illumination of the work area is primarily with fluorescent artificial lighting.

--	--	--

EMPLOYEE PRINT NAME	SIGNATURE	DATE
SUPERVISOR PRINT NAME	SIGNATURE	DATE

*Employment is by mutual agreement of the employer and employee. Employment may be terminated with or without cause and notice, at either the option of the employee or employer. Employer and employee further agree that no manager, supervisor or employee of Alpha Resource Center of Santa Barbara has the authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will.*