

Job Description



Position: CFRA Communications Coordinator

Agency: Prevent Child Abuse California

Date: October 2020

Reports to: CFRA Senior Program Manager

Supervisory Responsibilities: None

Classification: Non-Exempt

Program Description

Founded in 2005, the California Family Resource Association (CFRA) is a statewide membership association of Family Resource Centers (FRCs), FRC Networks and organizations that serve children and families. CFRA's purpose is to advocate for programs, policies and resources that enable CFRA members to build strong families and communities. We do this by shaping and impacting public policy, building the capacity of our member organizations, and supporting the development of networks and coalitions. CFRA is an association within the Child Abuse Prevention Center.

Position Summary

Under the direction of the CFRA Senior Program Manager, the Communications Coordinator is responsible for ensuring consistent and effective communication between CFRA, Prevent Child Abuse California (PCACA), and their statewide partners. The Communications Coordinator develops and maintains an array of capacity-building tools and communications services for FRCs, supports membership development, and provides administrative and programmatic support. The Communications Coordinator is also responsible for the coordination of the California Department of Social Services Immigration Services Funding.

Essential Duties and Responsibilities:

1. (50%) Coordination and Communications

- Optimize and maintain regular communication between and among FRCs, PCACA and CFRA.
- Respond to member inquiries and requests for information and technical assistance regarding membership, training, advocacy, communications strategies, research, etc.
- Identify, track, and disseminate information relevant to FRCs including funding opportunities, capacity-building, trainings, and public policy developments.
- Coordinate committee meetings, conferences, trainings, and learning opportunities for members including, but not limited to, managing logistics, developing agendas, sending invites, taking notes and preparing materials, etc.
- Facilitate tracking and reporting of FRC participation in committees, trainings, conferences, and advocacy efforts such as letter writing campaigns and legislative visits.
- Provide administrative support and assistance with data collection and reporting.
- Develop and disseminate online publications, email newsletters, facts sheets, and social media campaigns.
- Regularly maintain and update CFRA website, member portal, email distribution listserv, and social media accounts.

2. (20%) Coordination of Immigration Services Funding (ISF)

- In conjunction with the CFRA Senior Program Manager, maintain regular communication with the California Department of Social Services (CDSS) Immigration Services Bureau and the funded FRC partners (sub-contractors) for the purpose of coordinating the Immigration Services Funding (ISF).
- Facilitate ongoing communication between CDSS and ISF subcontractors.
- Process quarterly ISF reports and invoices in collaboration with subcontractors, CFRA Senior Program Manager and the CAPC Fiscal Team.
- Assist the CFRA Senior Program Manager with the timely production of ISF program proposals, budgets, invoices, deliverables and reporting.
- Assist the CFRA Senior Program Manager with ongoing monitoring, assessment, and evaluation of ISF subcontractor deliverables to ensure that subcontractors are in compliance with contracted scope of work requirements and that ISF scope of work deliverables in PCACA's contract with CDSS are met.
- In conjunction with the CFRA Senior Program Manager, develop and implement an action plan for subcontractor, as needed, when subcontractor scope of work deliverables are not met.
- Provide ongoing support to ISF sub-contractors to ensure program success.
- Facilitate monthly check-in calls with ISF sub-contractors.

3. (20%) Membership Development

- Regularly update and maintain CFRA member contact information and membership database.
- Maintain membership records, processing new member applications, invoices, membership renewals, and member resignations.
- Collect data for membership statistics and generate member dues income reports.
- Promote CFRA to prospective members and facilitate membership renewal and expansion through outreach, advertising and recruitment drives.
- Maintain regular member outreach, and develop and implement strategies for retention of existing members and recruitment and cultivation of new members.
- Coordinate CFRA website content and functionality for the member portal to enhance membership and strategic partnership programs.
- Manage communication with members, writing newsletters, responding to questions, and carrying out surveys.
- Maintain paperwork, finances, and other duties relevant to membership.
- Collect and analyze membership data as needed.

4. (5%) Internal/External Collaboration

- Attend coalitions, conferences, and networking events to build relationships with subject-matter experts, family support/strengthening agencies, and community-based organizations who may strengthen local and state-wide social service networks.
- Work collaboratively and maintain positive working relationships with CA Department of Social Services and other funders, CFRA members, collaborative partners, and others to ensure successful achievement of grant deliverables.
- Participate in the CAP Center's Program and Collaborative Team activities, work groups, and other areas of shared work.
- Work collaboratively and maintain positive working relationships with other CAP Center teams, including but not limited to: Strategies TA, Cal OES Coalition for Victims of Child Abuse program, AmeriCorps programs, Birth&Beyond, Child Death Review and Fetal

Infant Mortality Review, CAP Center trainers, Fiscal, and all other CAP Center staff, providing support as needed.

- Develop and maintain positive working relationships with child abuse prevention and family support/strengthening agencies statewide and locally.
- As requested, participate in meetings, convening's, and networking events to promote positive relationships with social service agencies and community-based organizations.

5. (5%) Other Duties

- Acquire and enhance knowledge of existing, new, and emerging trends through reading, trainings, research, conferences, and participation on committees, as appropriate.
- Assist with special CAP Center projects including, but not limited to, grant proposals, program reports, press releases, assembly of documents, summits, regional gatherings and meetings and other in-person or virtual events.
- Attend conferences and conduct outreach to promote the CAP Center programs.
- Attend and participate in external and internal meetings and committees as needed.
- Perform other duties as assigned.

Minimum Qualifications

Education and Experience

- Bachelor's degree in human/social services such as Social Work, Family Studies, Organizational/Community Development, Public Health, or related field from a four-year college or university required.
- Experience in non-profit, social services, or health programs preferred.
- Two or more years of program and/or administrative support experience required.
- Two or more years of event support experience.
- Must have experience managing online databases or online collaboration applications.
- Experience with statewide training and technical assistance preferred.
- Experience working with and/or knowledge of the child abuse prevention field, cross-sector collaboration, parenting education, family strengthening, cultural proficiency, social services and/or child welfare services required.
- Knowledge of community resources and experience developing and maintaining partnerships with public/private community and collaborative partners.
- Experience with maintaining regular communication through online mediums such as blog posts, social media, listserv, and newsletters preferred.
- Experience in website development and management preferred.
- Excellent interpersonal and communication skills.

General Knowledge

- Must be able to read, write, speak and understand the English language.
- Must have excellent writing, editing, and proofreading skills
- Basic mathematics including addition, subtraction, division and multiplication.
- Ability to prioritize workload and communicate priorities to diverse workgroups.
- Excellent interpersonal, verbal, and written communication skills.
- Excellent organizational skills and strong administrative skills.
- Excellent critical thinking and problem-solving skills.
- Ability to maintain boundaries and the highest professional standard as a professional in a confidential work environment internally and externally.
- Cultural competence and ability to operate in a culturally affirming manner.
- Ability to maintain a professional and confidential work environment.

- Must be proficient in MS Word, MS Excel, Outlook, PowerPoint, web navigation techniques, online tools, and database management.
- Ability to operate office equipment such as fax machine, postage meter, copy machine, etc.
- Ability to develop and maintain record keeping systems and procedures.

Organizational Ability

- Strong attention to detail.
- Skill in organizing resources and establishing priorities.
- Excellent organizational and administrative skills and ability to organize, manage, and complete multiple tasks in an efficient manner, which may require short completion times and competing deadlines.
- Ability to develop and maintain record keeping systems and procedures.
- Ability to work in a fast-paced environment and to adapt easily to change.
- Ability to be a self-starter.

Communication and Relationship Skills

- Excellent verbal and written communication skills.
- Ability to establish and maintain good working relationships, both internally and externally.
- Ability to work effectively in a strength-based manner in a team, including asking for, receiving, and offering, support when needed.
- Ability to work, and be culturally responsive with, individuals and teams of diverse economic, social, educational, and cultural backgrounds.
- Ability to work with and support highly emotionally people in a professional and courteous manner.
- Able to communicate in a professional and courteous manner at all times.
- Recognizes the need for self-care in effectively managing work duties.
- Ability to work through highly emotional meeting topics and confidential information with care and professionalism.
- Ability to effectively coordinate and facilitate meetings and trainings.

Analytical Skills

- Excellent problem identification and resolution skills.
- Ability to work through complex situations and to collaborate effectively with personnel in order to provide timely and effective problem resolutions.
- Ability to set work priorities.

Physical/ Psychiatric Requirements

- Must be able to report to work on a regular and reliable basis.
- Ability to lift, carry, push, and pull up to 20 pounds.
- Able to deal with stressful situations.

Other Qualifications

- Must be available to work a flexible schedule, which may include day, evening, night, or weekend hours.
- Must possess a valid California Driver's License, a reliable automobile and auto insurance.

- Must be able to travel between sites and to offsite events as needed, including some overnight travel (within California).
- Must pass a Criminal History check consisting of: DOJ and FBI checks, a search of the National Sex Offender Public Website (NSOPW) as well as Truescreen and Fieldprint.

Please send cover letter, resume and salary requirements to:

The Child Abuse Prevention Center
Attn: Human Resources
4700 Roseville Road North Highlands, CA 95660
Fax: 916-244-1935
E-mail: jharris@thecapcenter.org

Equal Opportunity Employer

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