

Job Description



Position: Family Engagement Liaison

Reports to: Collaboration Senior Project Manager

Date: 7/1/2020

Supervisory Responsibilities: None

Classification: Full-time non-exempt

Healthy Families America Family Support Initiative Overview

The Healthy Families America Family Support Initiative is a home visiting program offered through Birth & Beyond Family Resource Centers for families who are either receiving or are potentially eligible for CalWORKs benefits and have a child under three months old. Through funding from the California Department of Social Services, and in partnership with the Sacramento County Department of Human Assistance and First 5 Sacramento, families eligible for the Healthy Families America Family Support Initiative program are eligible to receive culturally responsive and trauma-informed home visiting services for up to five years. Healthy Families America Home Visitors meet with families referred to the Birth & Beyond Family Resource Centers from Family Engagement Liaisons at the Department of Human Assistance to provide ongoing support through coaching, connection to resources, and goal planning.

Position Summary

The Family Engagement Liaison is responsible for recruitment and engagement of families to participate in the Healthy Families America Family Support Initiative (HFA/FSI) program at Birth & Beyond (B&B) Family Resource Centers. The Family Engagement Liaison is responsible for partnering with the Department of Human Assistance (DHA) in reviewing case records for eligible families, conducting a variety of screening and assessment activities with parents to determine eligibility for home visitation services and providing HFA/FSI referrals to B&B Family Resource Centers. The Family Engagement Liaison is also responsible for B&B program outreach, specifically for the HFA/FSI program. The Family Engagement Liaison will be out stationed at a Sacramento County Department of Human Assistance Office (DHA) 50% of the time. In addition, the Family Engagement Liaison will conduct community outreach at specially designated areas throughout Sacramento County, and conduct various duties at assigned B&B Family Resource Centers (FRC) and the Child Abuse Prevention Center (CAP Center).

The Family Engagement Liaison will be stationed at one of the following DHA locations:

- 5747 Watt Ave, North Highlands, CA 95660
- 3960 Research Dr, Sacramento, CA 95838
- 2700 Fulton Ave, Sacramento, CA 95821
- 2450 Florin Rd, Sacramento, CA 95822

Essential Duties and Responsibilities

(50% time) Assessment and Engagement

- Meet one-on-one with DHA/CalWORKs recipients to determine eligibility for HFA/FSI services through B&B FRC.
- Conduct assessments with identified eligible families.
- Provide culturally responsive engagement to connect eligible families to home visiting services at the B&B FRCs in a timely manner.

- Determine the appropriate B&B FRC to refer eligible families based on zip code and site caseload capacity.
- Complete B&B Referral Form and send to the appropriate B&B FRC through secure email to maintain confidentiality.
- When applicable, participate in an initial joint visit with the B&B FRC HFA/FSI Home Visitor to aide in rapport building and provide a warm handoff.
- Meet with designated staff at B&B FRC to review referrals and assessments.
- Collect narrative data on assessments and submit to the B&B FRC Team Leader.
- Engage families onsite at DHA to provide referrals to B&B for various other services.
- Provide resources and information about B&B services.
- Provide ongoing support to the B&B FRC HFA/FSI Home Visitors.
- Educate DHA/CalWORKs recipients on Safe Sleep Baby education or refer the DHA/CalWORKs recipients pregnant/new mother to a CAP Center Safe Sleep Baby Health Educator.

(30% time) Training and Outreach

- Conduct outreach presentations at DHA locations to increase awareness about B&B and discuss any programmatic changes that may impact referrals.
- Liaison with all eight birthing hospitals and medical clinics that serve the target population to provide HFA/FSI outreach materials and training.
- Attend community events with B&B staff to outreach for B&B programs and HFA/FSI.
- Provide outreach for the HFA/FSI program through social media.
- Set up tours of FRCs and conduct outreach with eligible families for upcoming events and other engagement opportunities at the FRC.
- Provide B&B Program Overview to new eligibility worker classes.
- Participate in all B&B, HFA, and CalWORKs trainings applicable to this position.
- Collect and enter data on all outreach activities.

(15% time) Internal and External Collaboration

- Participate in both DHA and B&B staff meetings to remain informed about updates as well as potentially eligible families.
- Support B&B sites with technical assistance regarding HFA Parent Surveys and DHA information.
- Participate in B&B Multidisciplinary Resource Team (MRT) meetings for assigned FRCs.
- Participate in B&B Collaborative subcommittees as needed.
- Attend appropriate leadership and staff meetings at the Department of Human Assistance (DHA).
- Meet weekly with Collaboration Senior Project Manager supervisor at CAP Center for regular supervision.
- Participate in the CAP Center's Program & Collaborative team activities, work groups, and other areas of shared work.
- Work collaboratively and maintain positive working relationships with B&B Collaborative, First 5 Sacramento, Department of Child, Family, and Adult Services, Department of Human Assistance, Healthy Families America, external evaluators and other funders to ensure successful achievement of grant deliverables and the program mode.

- Work collaboratively and positively with other CAP Center teams including but not limited to: AmeriCorps programs, other CAP Center trainers, Strategies 2.0, OES, CFRA, 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.
- As requested, participate in meetings, convenings, and networking events to promote positive relationships with social service agencies and community based organizations.
- Attend and participate in external and internal CAP Center meetings and committees as needed.

(5% time) Special Events and Other Duties

- Acquire and enhance knowledge of public assistance benefits, parenting education, family support and family strengthening, family resource centers, crisis intervention, public/private community resources, and home visitation through reading, research, conferences and participation on committees, as appropriate.
- Provide technical assistance to subcontractors and community partners.
- Participate in on-site and off-site meetings and committees as necessary.
- Attend conferences and conduct outreach to promote the CAP Center programs.
- Provide support to agency wide projects as needed.
- Attend CAP Center staff meetings and events.
- Assist with special projects as needed, including but not limited to, the preparation of reports, meetings and the assembly of documents.
- Provide support to agency-wide projects, as needed.
- Perform other duties as assigned.

Minimum Qualifications

Education and Experience

- Bachelor’s degree in human services field required.
- 1-3 years’ experience working in community agencies, including implementing referral and service coordination.
- Experience working/serving in a B&B Family Resource Center preferred.
- Experience with providing home visitation services preferred.
- Experience with client case management preferred.
- Bilingual strongly encouraged to apply.
- Training certifications related to child abuse and neglect prevention and family strengthening preferred.

General Knowledge

- Knowledge of public assistance, child abuse prevention field, social services and/or child welfare services required.
- Experience working with public assistance, family strengthening, parenting education and support serving agencies.
- Must be able to read, write, speak and understand the English language.
- Must have excellent writing, editing, and proofreading skills.
- Advanced knowledge of MS Word, Excel, Access, and Outlook is required.
- Basic knowledge of MS PowerPoint and Publisher is preferred.
- Ability to operate office equipment such as fax machine, postage meter, copy machine, etc.

- Basic mathematics including addition, subtraction, division and multiplication.
- Ability to maintain boundaries and a professional and confidential work environment.
- Cultural competence and ability to operate in a culturally affirming manner.
- Ability to maintain the highest professional standard as a professional in a confidential work environment internally and externally.
- Ability to prioritize workload and communicate priorities to diverse workgroups.
- Excellent critical thinking and problem-solving skills.

Organizational Ability

- Strong attention to detail.
- Skill in organizing resources and establishing priorities.
- Excellent organizational skills and ability to manage multiple tasks in an efficient manner.
- Ability to develop and maintain record keeping systems and procedures.
- Ability to organize and complete multiple project efficiently, which may require short completion times.
- 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 perform in a team, including asking for and offering support when needed.
- Ability to work, and be culturally responsive with, individuals and teams of diverse economic, social, educational, and cultural backgrounds.
- Able to deal with highly emotionally people in a professional and courteous manner.
- Ability to work through highly emotionally meeting topics and confidential information with care and professionalism.
- 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 with and support highly emotionally people in a professional and courteous manner.
- Ability to effectively coordinate and facilitate meetings and trainings.
- Ability to maintain personal and professional boundaries.

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.

Other Qualifications

- Must be able to travel between sites and to offsite events as needed.
- Must be available to work a flexible schedule which may include day, evening, and occasionally weekend hours.
- Must possess a valid California Driver's License, a reliable automobile and automobile insurance.
- Must pass a Criminal History check consisting of: DOJ and FBI checks, a search of the National Sex Offender Public Registry Website (NSOPW) as well as Truscreen and Fieldprint.

Please email cover letter, resume and salary requirements to:

The Child Abuse Prevention Center Attn: Human Resources

4700 Roseville Road

North Highlands, CA 95660

E-mail: kdobson@thecapcenter.org

Equal Opportunity Employer

*The **Child Abuse Prevention Center** provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.