

Family Care Coordinator

JOB DESCRIPTION

**Department:** Client Services

**Reports to:** Family Services Manager

**FLSA Classification:** Non-Exempt

**Status:** Full-time

**Preferred Hours:**   
Tue 11:30-7:30 or 8:30-4:30  
Wed 8:30-4:30   
Thur 11:30-7:30 or 8:30-4:30  
 Fri 8:30-4:30  
Saturday 8:30-1:30.   
*\*One evening is required, however applicant will have the flexibility to choose which evening shift they desire*

**Position Summary**

The Family Care Coordinator’s primary responsibility is to (1) assist our Spanish-speaking clients with parenting classes, community resources, and material support, (2) lead facilitator for all English and Spanish group classes, and (3) promote Choices by leading parenting classes in our community.

**Qualifications:**

1. Bilingual in English and Spanish.
2. Committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
3. Exhibit a strong commitment to the sanctity of all human life.
4. Committed and live by Biblical sexual ethics. Specifically, abstinence outside of marriage and fidelity within marriage.
5. Agreement with Choices’ Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization.
6. Dependable, punctual, and committed to the ministry of Choices.
7. Strong organizational, problem-solving, and administrative skills.
8. Ability to handle client and patient information with confidentiality and sensitivity.
9. Excellent writing, speaking, and communication skills.
10. Ability to carry out responsibilities with little or no supervision and complete tasks as requested.
11. Ability to communicate the vision and mission of Choices with clarity and represent Choices’ values.
12. Ability to work with a multi-generational staff and be a unified, committed team.

**Family Care Duties:**

1. Lead in meeting with Spanish-speaking clients.
2. Lead in facilitating parenting classes for non-first-time moms.
3. Promote services to the Spanish-speaking community and the underserved minority population in Chattanooga and the surrounding area.
4. Scheduling and setting up all groups/events in Family Services such as the MOMs group, monthly classes with outside facilitators, and Next Steps.
5. Primary trainer for group volunteers.
6. Encourage moms’ participation in Choices educational programs.
7. Assess client areas of need and provide referrals and resources, encourage spiritual growth, and assist in goal setting.
8. Maintain a high level of confidentiality regarding client information.
9. Proactively manage any assigned projects and all other duties as assigned by manager.

**Administrative Duties:**

1. Assist with all administrative tasks directly related to our Family Services program (making copies, filing, etc.).
2. Assist with auditing client files for accuracy. Review and correct as necessary.
3. Maintain accurate records of encounters, referrals, and baby bucks.
4. Inventory brochures and supplies and make requests for purchases as per Choices’ policy.
5. Communicate with Men’s Services regarding male clients.
6. Answer phones, texts, and emails professionally and knowledgeably.
7. Assist in the development and growth of a focused referral list for our clients by researching and contacting potential partnerships.
8. Responsible for opening/closing the center as assigned.
9. Check out clients as they leave, scheduling their next appointment if appropriate.

**General Staff Duties:**

As requested by the Executive Director, Client Services Director, or your supervisor:

1. Attend staff meetings
2. Attend ongoing training and conferences (may require travel).
3. Attend Choices events and other events as needed.
4. Participate in representation to churches and organizations.
5. Take an active role in the organization’s network strategy, including hosting a table at the annual Choices Fundraising Banquet and participating in the Walk for Life.
6. Commit to be an active learner, staying educated about life issues and as well as professional development.

Last Modified: 06.04.2024