



**Job Title:** Family Services Coordinator  
**Reports To:** Program Manager  
**Classification:** Exempt, Full-Time Employee  
**Date Released:** August 2024

**Summary:**

The Family Services Coordinator will oversee and coordinate the Unity 4Teens case management and prevention services and conduct administrative duties within the position. The Family Services Coordinator will direct the planning, development, coordination, monitoring and evaluation of program services and administrative tasks. Family Services Coordinator will serve as a coaching example and a guide for Success Coaches during the various stages of onboarding, training, student and family recruitment, caseload monitoring, case management best practices, case note writing; including but not limited to weekly site visits, one-on-one support, observation, file reviews and tracking of outcomes required by contract and those by HUF. The position has approximately 6- 9 direct reports. The Family Services Coordinator will be responsible for hiring, coaching, developing, and evaluating the staff.

HUF takes an innovative two-generation approach to include Parent Engagement, Economic Development, Educational Workshops and Civic Engagement to assist those families to achieve self-sufficiency by providing services, training, and educational opportunities to parents to parallel and mirror the enrichment and educational offerings their children access through participation in the U4T program.

**Essential Duties:**

- Responsible for training, organizing, and initiating 2Gen approaches with team of Success Coaches
- Manage daily operations of case management and prevention services.
- Responsible for administrative documentation review and approval of daily unit logs, case notes, client file reviews and timesheets.
- Responsible for reviewing Initial Youth/Family Assessments as well as Individualized Service Plans from the team when these are due according to the timeline set by the contract
- Monitor and ensure the timely completion and submission of projected and required units associated with case management component
- Conduct regular reviews of client files to ensure files follow funder monitoring standards.
- Support supervisor in preparing program reports related to the services and tasks being supervised. Reports include monthly, quarterly, and annual reports required to comply with program contracts and monthly internal agency reports.
- Oversees the follow-up of Incident/Accident Reports having to do with the case management component
- Assist in organizing Agency wide 2GEN monthly case studies.
- Assist Success Coaches by providing guidance and assist with staffing of high-risk cases.
- Assist success coaches in organizing thorough presentations for workshops to be delivered at the schools' sites or via virtual platform.
- Suggest services, resources to success coaches and follow-up with coaches once these are provided to families.
- Ensure caseload spreadsheets are updated with required information on a weekly basis.

- Make sure any pre and post surveys are completed as per contracts
- Assist in the coordination of student recruitment events and attend these at both schools
- Attend events where coaches are involved at the schools
- Conducts 3-6 month as needed and Annual Performance Reviews to the members of team
- Monitors Performance and Implementation of corrective plans for coaches when job performance is below acceptable level: counseling, improvement plans, etc.
- Communicating job expectations, planning, monitoring, appraising, and reviewing job contributions.
- Coordinate trainings for the case management component
- Plan the substitute work in the absence of service staff (when necessary)
- Weekly site visits to the schools

**Qualifications:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor’s degree from an accredited college or university in education or a related field
- A minimum of one year of experience coordinating and supervising case management services is recommended. Minimum of two years’ experience as a case manager working with undeserved youth and families.
- Experience with having supervised a team of 6 or more employees preferably in an after school setting.
- Excellent supervisory, organizational, and training skills
- Strong written and verbal communication skills
- Knowledge of community and social services in Broward County and local areas
- Strong computer skills with proficiency in Microsoft Office, including Excel, Outlook and PowerPoint
- Ability to work effectively and independently in a team environment with a positive attitude
- Handling confidential information (client records and staff) with maximum discretion.
- Excellent analytical skills
- Skill in program execution
- Excellent communication and presentation skills
- Working knowledge of afterschool program(s)
- Awareness and commitment to HUF’s supervisory fundamentals
- Possession of a valid Florida Driver’s License and car insurance is required. Independent travel is required.

I have read my job description and understand my responsibilities.

Employee’s      Signature\_\_\_\_\_      Date:      \_\_\_\_\_

Supervisor’s      Signature\_\_\_\_\_      Date:      \_\_\_\_\_

Title:\_\_\_\_\_

*Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice”

