



MAUI FAMILY SUPPORT SERVICES, INC.
JOB DESCRIPTION
FAMILY & COMMUNITY SPECIALIST

Job Title: Family & Community Specialist
Department: Quality Care for Hawaiian Keiki (QCHK)
Reports to: Program Director

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Summary:

Under the direction of the Program Director, the Family and Community Specialist is responsible for disseminating information to the community regarding the Quality Care for Hawaiian Keiki (QCHK) program. He/she provides information and support to help parents engage in the services offered, ensure that parents are meeting program requirements and help parents address barriers in completion of requirements and meeting family needs.

Essential Duties and Responsibilities:

1. Organize and/or facilitate parent workshops. Including:
 - a. Program participation in community events such as Keiki Fest, Stand for Children, Celebration of Fathers and other events that parents could attend as a qualifying parent workshop.
 - b. Working with community partners such as the Office of Hawaiian Affairs and Maui Nui Botanical Gardens to coordinate cultural workshops that parents can attend.
 - c. Creating flyers for workshops and distributing flyers to parents and collecting names of parents interested in attending.
2. Provide support to the Provider Specialist in organizing and/or facilitating provider workshops.
3. Works with Provider Specialist and Hawaiian Cultural Specialist to complete the monthly QCHK In-Kind Calendar and send the calendar to all participating parents.
4. Coordinates with PATCH and other child care related programs to increase community/parent awareness of what quality child care looks like and how to find quality child care providers.
5. Emails or mails information to families on workshop opportunities, parent reminders, and useful parenting information.
6. Updates the program's Face Book group weekly with information on workshops, parent reminders, and useful parenting information.
7. Conducts regular outreach to the community to increase awareness of the QCHK program as well as other child care services, including:

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- Dropping off brochures and bulletin board flyers to organizations and businesses;
 - Coordinating presentations to community partners and businesses who would like more information about the program;
 - Coordinating participation of program staff at community outreach events; and
 - Sending Public Service Announcements (PSAs) and Press Releases to radio and news media.
8. Works with parents to ensure program compliance with volunteer/in-kind hours and workshops, and helping parents to address barriers.
 9. Provide parents with community resource information to address concerns/needs expressed by parents.
 10. Assists the Intake Specialists to follow up on Eligibility Screens that have not completed an application, and/or to answer any questions parents might have in completing their application.
 11. Assists the Intake Specialist to follow up on Applications that are missing documentation.
 12. Assists the Intake Specialists in completion of Application Review Visits (ARV), Enrollment Visits (EV) and Assessments.
 13. Participates in program planning and program self-assessment.
 14. Attends staff meetings and participates in agency in-service training and other meetings as required.
 15. Other related duties as assigned by Project Director.

Employee Standards

Customary Compliance

1. Adheres to administrative and program rules, policies, procedures, and objectives.
2. Assists in care and maintenance of program equipment and supplies.
3. Consistently reports to work on time and ready to work at the appointed start time.
4. Provides proper notification when late or absent.
5. Adheres to and abides by the agency's Code of Ethics.
6. Reports to work well groomed and in compliance with the agency's dress code.

Fiscal Responsibility

1. Adheres to productivity guidelines for program and agency.
2. Manages equipment, materials, supplies, and time within budget.

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Performance Quality Improvement/Quality Assurance Plan

1. Uses the values, philosophy, tools, and techniques of Performance Quality Improvement/Quality Assurance Plan (PQI/QAP) to support the organization's quality in all daily work.
2. Actively participates in PQI/QAP education and ensures staff receives relevant training.
3. Actively participates in committees, teams, and task forces as requested.
4. Develops action plans for performance improvement and understands what is necessary in order to meet program's need and expectations.

Mission

1. Demonstrates the ability to interact in a positive and helpful manner with participants, visitors, volunteers, and staff.
2. Respects the dignity of all by maintaining their privacy, respecting confidentiality, and maintaining appropriate boundaries.
3. Exhibits a commitment to the organization's mission.
4. Reflects commitment to building a supportive work environment and maintains a positive attitude in the work place and toward the job.
5. Projects a good image in dealing with the public and is willing to make an extra effort to help build a quality and caring social services organization.
6. Demonstrates the ability and sensitivity to work with diverse cultures within the community.

Effective Communication

1. Demonstrates effective communication skills by conveying necessary information accurately and concisely, listening effectively, and asking pertinent questions.
2. Communicates effectively with other programs and staff, both orally and in writing; can read and understand written material and able to write effectively to meet the job requirements.

Staff Relations

1. Establishes and maintains cooperative relationships with participants, staff, and others using a humanistic attitude (anticipates needs, is respectful, caring and courteous).
2. Teamwork: interacts with fellow workers in a way that promotes a harmonious and cooperative working environment.

Environmental Safety

1. Adheres to safety, health, and regulatory requirements as described in the administrative and program operations, and policies and procedures.
2. Reports incidents and unsafe work conditions to supervisor.

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Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other qualifications listed below are needed to adequately fulfill essential job duties. Position requires ability to transport clients on an as needed basis. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Current and valid driver's license.
- Current and clean driver's abstract.
- Current automobile insurance and safety check.
- Current CPR/First Aid certification.
- Current TB clearance.
- Computer literate in Microsoft Word and Excel.

Education and/or Experience:

Minimum educational requirement: High School Diploma/GED. Bachelor's Degree in related health or human services field, preferred. Candidate must have at least one year experience and training related to social services, human services, or family services. Must be well organized, self-motivated, and can work with little supervision. Good verbal and written communication skills necessary, knowledge of early childhood development helpful. Computer skills in Microsoft programs (Outlook, Excel, Word, Publisher and PowerPoint) is required.

Language Skills:

Ability to read, analyze, and interpret technical procedures or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present and respond to questions from groups of managers and governing body.

Reasoning Ability:

Ability to solve practical problems and deal with a number of variables that may arise. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, and listen. Mostly sedentary work, occasional reaching, stooping, bending, kneeling, or crouching. The employee should have manual dexterity to accomplish all aspects of clerical functions, such as filing, typing, Xeroxing copies, etc. The employee may occasionally lift

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and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Little exposure to temperature, noise, or environmental extremes. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.