

2-1-1 Tampa Bay Cares Position Description

Position Title: 2-1-1 Help Me Grow Program Coordinator

Department: Help Me Grow	FLSA Classification: Non-exempt / Hourly
Supervisor: Director of Programs and Services	Status: Full Time

Position Summary: This position assists the Director of Programs and Services in administering the Help Me Grow Pinellas program by acting as project manager for new initiatives, recruiting partners, and coordinating HMG events. Position provides peer support as the HMG Team Lead to HMG Care Coordinator and HMG Marketing and Outreach Coordinator. Direct all major issues to the Director of Programs and Services or the Executive Director.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Office time will be split between meetings and on the phone providing care coordination.
- Act as Project Manager for HMG Pinellas by conduct research into new initiatives and best practice models that will keep HMG Pinellas innovative and improving the lives of children and their families.
- Recruit, work collaboratively with, and develop active partnerships/relationships with potential HMG Pinellas partners. Formalize agreements with dedicated HMG Pinellas partners.
- Work actively with HMG Florida and our contract manager at The Children’s Forum.
- Represent Help Me Grow Pinellas and 2-1-1 Tampa Bay Cares at local and statewide meetings.
- Work with the HMG Marketing and Outreach Coordinator to organize, staff, and run a “Books, Balls, and Block” event at least annually.
- Work with the HMG Marketing and Outreach Coordinator to organize and staff screening events at Neighborhood Family Centers in Pinellas County.
- Work with the Director of Programs and Services to improve the Continuous Quality Improvement (CQI) process by monitoring the quality of the 2-1-1 Data System, STAR System, Brookes System, or PEDS System to improve Care Coordination and Outreach efforts.
- When available, answer incoming calls about Help Me Grow to facilitate intake, screening, and referral services to clients or outgoing calls to families interested in learning more about or staying connected with Help Me Grow.
- Document all incoming and outgoing calls by completing a call record, identifying the needs of the child, gaps in services, and provide parent educational activities to the families.
- Provide motivational interviewing, facilitative counseling, and crisis intervention services to clients as needed.
- Provide advocacy on behalf of the child through warm transfers and three way calls with other Help Me Grow partner agencies as necessary. Using email and texting for follow-up purposes.
- Refer callers in need to a variety of services as requested by the family.
- Access, retrieve, and input information in the 2-1-1 Data System, STAR System, Brookes System, or PEDS System.
- Participate in continuous quality improvements strategies monthly.
- Manage and maintain performance standards to achieve departmental and company goals.
- Promote access to universal developmental screenings and ASQ assessments. This includes, but is not limited to, initial and ongoing outreach to community based programs including

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networking events, trainings, resource information collection and strengthening collaborate referrals within the community.

- Encourage referrals to HMG, as a free care coordination services that serves children with needs and their families.
- Provide support for 2-1-1 marketing initiatives including community outreach and events.
- Attend, actively participate in, and provide input as needed during Help Me Grow team meetings and partner meetings.
- Serve and participate in internal and assigned external meetings, committees, community activities and outreach events, as required.
- Participate in proactive team efforts to achieve departmental and company goals.
- Follow all organization's policies, practices, and procedures.
- Perform other duties as assigned.

Supervisory Responsibilities

- None

Qualification/Requirements:

- Knowledge of systems, organizations and programs that deal with young children and families facing developmental, behavioral and learning challenges.
- Applicants should possess a motivation to help people, a non-judgmental attitude and ability to empathize as well as excellent interpersonal, verbal and written communication skills.
- Knowledge of Health and human services background preferred.
- Excellent verbal communication, customer service and time management skills
- Ability to read, analyze and interpret documents. Ability to write routine reports and correspondence. Ability to respond to common inquiries or complaints from clients or members of the community. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization
- Ability to add, subtract, multiply and divide. Ability to problem solve and manage a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Strong data entry skills
- Proficient personal computer skills including e-mail, recordkeeping, routine database activity, word processing, spreadsheet, graphics, etc.
- Ability to handle multiple tasks simultaneously
- Ability to work in a fast paced environment

Education/Training/Experience

- Bachelor's Degree (B.A.) from four-year college or university; or three years related experience and/or training or equivalent combination of education and experience.
- Bachelor's degree in social work, psychology, child development or a related field preferred.
- Work experience involving young children is preferred.
- At least two years previous experience in a public or private organization that served families with high risk children.
- Bilingual skills (English/Spanish) preferred.

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Physical Demands:

Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature. Includes sitting and/or standing for extended periods of time with the ability to lift up to 10 lbs.

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Other:

- Level II Background Screen
- Valid State of Florida Driver's License

The above description is intended to describe the general content, identify the essential functions and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Employee Signature: _____

Date: _____