



HCEF Family Engagement Coordinator Teen Outreach Program

FLSA Status:	Full-time, Exempt
Revision Date:	October 2024
Reports To:	Teen Program Manager
Salary Range:	\$55,000 to \$60,000
Work Environment:	Hybrid, in office twice per week

POSITION SUMMARY

The Homeless Children's Education Fund (HCEF) is currently seeking candidates to serve as a Family Engagement Coordinator to support the Teen Outreach program. The Family Engagement Coordinator is responsible for building and maintaining relationships with the families of students experiencing homelessness in order to connect them to educational opportunities. HCEF operates on a hybrid work schedule.

Applicants with social work background and experience working with families and students in middle, high school, and college in an out-of-school time setting are preferred. All applicants must possess current Act 33/34 and FBI clearances.

Program Overview: HCEF's educational programming is organized in partnership between the Homeless Children's Education Fund, local housing agencies, and Pittsburgh Public Schools, will provide quality educational experiences for children and youth experiencing homelessness.

Program goals include:

- Preventing academic setbacks caused by housing instability and lack of basic needs
- Providing wraparound supports to help families achieve stability and prevent future housing crises
- Helping students develop their skills in reading, writing, and creative problem-solving
- Empowering students to develop a positive vision for their futures as learners and citizens
- Providing cultural and STEAM educational opportunities through HCEF's Enrichment Program

ESSENTIAL JOB FUNCTIONS:

- Familiarizing themselves with each family/student by reviewing client files
- Contacting each family via phone and text to assess basic needs, make referrals, and coordinate program enrollment and engagement on a rolling basis
- Building relationships with families/students based on strengths-based support and trust

- Communicating regularly with school social workers about family needs
- Connecting families and students with basic needs support (including housing, food, physical/mental healthcare, etc.); assisting families in their efforts to stabilize their housing
- Helping families navigate existing city, county, and community systems of support
- Coordinating with outside agencies to ensure effective, non-duplicative deployment of services
- Organizing program supply deliveries to students and families by working with staff and volunteers
- Collaborating with staff, volunteers and instructors to implement effective tutoring and out-of-school time programming
- Contacting families/students that cancel or do not show for their scheduled appointment
- Documenting all family/student contact, service provision, referrals and community engagement using HCEF's Data Management System, Apricot 360
- Assisting with family's evaluation of services via survey and guided questions
- Working closely with Teen Outreach Program Manager and Coordinator to provide engagement in programming
- Planning and executing accessible family engagement events to build community, strengthen family connections with outside systems of support, and provide fun educational opportunities
- Supporting implementation of HCEF's educational programs and services as needed
- Other duties as assigned

QUALIFICATIONS:

- Minimum of 3 years' experience working with families and students
- Exceptional interpersonal skills; ability to relate positively and respectfully to children of all ages, parents, volunteers, and other professionals
- Creativity and ability to foster a love of learning and reading in children of all ages
- Ability to work collaboratively with a team
- Understands of the significance of out-of-school-time programming in the lives of underserved children and proven ability to provide a safe, structured and enriching environment
- Sensitivity regarding the psychological and behavioral impacts of trauma in young people and caregivers
- Knowledge of strengths-based approaches in work with students and families
- Previous experience working with youth who have experienced housing instability or homelessness strongly preferred
- Passionate about ensuring that all youth have equal access to quality education
- Commitment to social justice, equity, and inclusivity
- Patience and perseverance when working with hard-to-reach families
- Flexibility – must be willing to work with a transient population that may change throughout the year
- Reliable transportation is required

WORK ENVIRONMENT: Works in a hybrid work environment - virtual and in-person

- Frequently required to work at a fast pace and respond quickly to changing circumstances

- Requires considerable concentration and creativity
- Occasional weekend and evening work required

This position will report to the Director of Educational Services and work on a hybrid schedule with a mix of in-office, at-home, and site visits as required. The HCEF office is located at 1901 Centre Ave, Suite 301, Pittsburgh, PA 15219. The position is an exempt, full-time opportunity.

The hours are Monday through Friday, typically between 9 am – 5 pm with some evening and weekend hours as required for meetings and events. The position includes a benefit package that includes health, dental, and vision, as well as paid vacation and holidays.

Note: This position description is intended to describe the general nature and level of work being performed by employees in this job. It is not an exhaustive list of all responsibilities, duties, and skills that may be necessary for this role. Personnel may be required to perform duties outside of their normal responsibilities as needed.

Equal Employment Opportunity

Homeless Children's Education Fund provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, gender, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Equipment Used: PC and standard office equipment, including utility dolly

Physical Requirements: Position is blend between an office setting, requiring prolonged periods of sitting at a desk and computer and a mobile position traveling between schools, community organizations, and shelters. The position requires the ability to lift 20 pounds unassisted, 40 pounds with assistance. The ability to navigate the greater Pittsburgh Area.