



Job Title: Family Facilitator/Outreach Recruiter
Program/Dept.: Parent University
Classification: Temporary, Part-Time, Non-Exempt
Reports to: Family Manager I
Location: 4879 E. Kings Canyon Road, Fresno, CA 93727
Date: July 13, 2022

1. AGENCY:

The Fresno Center (TFC) is a non-profit organization that was established in the past 29+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Encourage, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

2. THE PROGRAM:

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for termination’s which are due to defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

3. SUMMARY/OBJECTIVE:

Under the guidance and supervision of the Family Manager I, the Family Facilitator will provide outreach and support services to Fresno Unified School District (FUSD) parents. The Family Facilitator will utilize TFC curriculum and facilitate family engagement learning sessions at 65 FUSD school sites.

4. ESSENTIAL FUNCTIONS:

- 4.1 Provide culturally and linguistically targeted parent learning recruitment and outreach throughout the academic year to all families of identified students.
- 4.2 Attend mandatory trainings, professional development, and adhere to TFC policies and procedures
- 4.3 Provide family engagement workshops to support Early Learning, understanding the K-12 educational system, and higher education options.
- 4.4 Support school site volunteerism and community engagement events.
- 4.5 Provide services in English, Spanish, and Hmong as needed by school sites.
- 4.6 Keep accurate records of family registration forms, daily attendance, and participation; pre and post results, and feedback surveys.
- 4.7 Make phone calls to outreach and recruit families for events and sessions.
- 4.8 Distribute flyers and posters for recruitment purposes
- 4.9 Ability to work independently and efficiently, exercising good judgement in a fast paced multitask environment with minimal supervision.
- 4.10 Attend Saturday events as assigned.
- 4.11 Work on special projects as assigned and support TFC food distribution, and other community events.

5. MINIMUM QUALIFICATIONS:

- 5.1 Must have transportation and a valid California Driver’s License
- 5.2 Must pass background check/LiveScan and Drug Test
- 5.3 Must be able to provide proof of TB Test results.
- 5.4 Must be able to provide proof of COVID-19 vaccination



- 5.5 Ability to communicate effectively, verbally and in writing with personnel, parents, and supervisors in a courteous and professional manner.
- 5.6 Computer literacy: Microsoft Word and PowerPoint, Zoom, and Microsoft Teams
- 5.7 Knowledge of basic social media: Facebook and Instagram
- 5.8 Commitment to the mission and values of the agency,

6. COMPETENCY:

- 6.1 Bilingual English/Spanish or English/Hmong
- 6.2 Ability to inspire, empower, and cultivate self and others.
- 6.3 Ability to adapt to various environments.
- 6.4 Ability to implement strong communication and interpersonal skills
- 6.5 Ability to maintain motivation to achieve goals while dealing with challenges and meeting deadlines.

7 SUPERVISORY RESPONSIBILITIES:

Reports to Family Manager I

8 PERSONAL QUALITIES

- 8.1 Punctual
- 8.2 Accountable
- 8.3 Diligent and organized
- 8.4 Ethical and loyal
- 8.5 Hardworking
- 8.6 Flexible
- 8.7 Problem-solver
- 8.8 Creative
- 8.9 Honest

9 WORK ENVIRONMENT:

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

10 TYPICAL WORKING CONDITIONS:

The office setting is a normal environment. Occasionally work during early morning, evening, or weekend. May be subject to temperature variances in the office. The noise level in the work environment is usually moderate but may come excessively loud with the increased patient flow during a busy day.

11 TYPICAL PHYSICAL DEMANDS:

Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

12 POSITION TYPE AND EXPECTED HOURS OF WORK:

Family Facilitator is a 10-month, part time temporary position and will terminate when school session is over. Approximately 25 hours a week. Will work during the week, mornings, and evenings in addition occasional Saturday events.

13 TRAVEL:

Family Facilitator work destinations will vary depending on workshop sites.

14 REQUIRED EDUCATION AND EXPERIENCE:

- 14.1 Minimum of HS diploma or GED.
- 14.2 No experience required



15 PREFERRED EDUCATION AND EXPERIENCE:

None

16 ADDITIONAL ELIGIBILITY QUALIFICATIONS:

None

17 BENEFITS:

None

18 Affirmative action plan/Equal employment opportunity (AAP/EEO)

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

CLOSING DATE: July 29, 2022 @ 5:00 P.M.

To apply, please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with in the subject line Family Manager I/Coordinator and email them to kellie.charfauros@fresnocenter.org. The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.