



child parent institute

*building brighter futures for our children and families*

3650 Standish Avenue, Santa Rosa, CA, 95407 | (707) 585-6108  
[www.calparents.org](http://www.calparents.org)

**Job Title:** Engagement Specialist

**Classification:** Regular, full-time, nonexempt

**Reports to:** Resource Assistance Program Manager

**Hours:** 40 hours per week

**Job Summary:**

The Engagement Specialist serves as the initial contact person for all client families referred for prevention services from FY&C. The Engagement Specialist meets with families and conducts the initial intake and needs assessment interview with particular attention to client priorities for service, then recommends an appropriate case management plan.

**Essential Functions:**

- Contact families referred for multiple services and set up a personal meeting within 5 days of the referral.
- Meet with family to assess priorities and to explain service options. Assess the most acute needs of the client.
- Work with the family to set initial goals and make a case plan.
- Provide appropriate resources, referrals, and information to families.
- Keep a detailed and organized log of all contacts with clients.
- Make scheduled and unscheduled visits to meet clients in the community and in their homes.
- Schedule the necessary services which may include additional resource assistance, parent education, or intensive case management.
- Perform a warm hand-off to the assigned Case Manager.
- Attend supervision, meetings, and training when required.
- Provide Spanish/English interpretation as needed.
- Obtain knowledge of community resources, participate in community outreach opportunities, and network with agencies throughout Sonoma County to meet the human services needs of clients.
- Meet all deadlines as required by county contract.
- Use own vehicle to travel throughout the county.

**Knowledge, Skills and Abilities:**

- Demonstrated ability to motivate and encourage clients and practice basic supportive skills.
- Relate tactfully, confidently, sensitively and non-judgmentally with families, accepting individual differences.
- Ability to establish trusting relationships with both program participants and co-workers.
- Ability to relate to families with a strength-based approach even in an apparently chaotic family environment.
- Availability to work flexible hours including some evenings and weekends.
- Ability to recognize and record significant individual and family behaviors.

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- Ability to problem-solve and develop creative approaches and solutions to a variety of challenges.
  - Ability to listen and communicate well with others.
  - Ability to establish and maintain professional boundaries and confidentiality while providing supportive services.
  - Strong interpersonal skills and the ability to relate to individuals who may not share the same value system, beliefs, or mores as the worker.
  - Ability to work with parents, children and staff of culturally diverse backgrounds while remaining culturally sensitive and appropriate. Ability to acknowledge family culture and recognize the critical role that culture plays in families.
  - Ability to write clearly, concisely, and to communicate effectively both orally and in writing. Good organizational skills.
  - Knowledge of child abuse and neglect indicators and prevention. Understanding of the responsibilities of being a mandatory reporter.
  - Positive attitude towards work, initiative, personal balance, ability to adapt and work effectively under pressure, a sense of humor.
  - Knowledge of the services and service gaps for families in Sonoma County. Ability to identify needs and provides access to other community support services.

**Experience and Qualifications:**

- Education: High school diploma or equivalent required. Prefer Bachelor's Degree (early childhood development or a related field a plus). Experience in child development and/or working with parents and young children providing support services a plus.
- Bilingual in English/Spanish-Required.
- Proficient in PC programs, i.e. Windows and MS Word.
- Have a valid California Driver's License, access to a vehicle, a good driving record and insurance as a driver.

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