



**Position Title:** Parent Outreach Worker/Case Worker  
Wellness Centers  
**Supervisory Responsibilities:** None  
**Budget Responsibilities:** None  
**Reports To:** Program Manager  
**FLSA Classification:** Non-Exempt  
**Date:** July 2023

**POSITION SUMMARY:**

Assesses parents and families' needs and concerns. Responsibilities include: completing needs assessments, Family Action Plans, assisting Youth Development Specialist in providing support and expertise to families of youth through service planning, referrals, follow-up and support. Assists in planning and implementing parent meetings.

**PRIMARY RESPONSIBILITIES:**

1. Meets with families of youth enrolled in programs to conduct needs assessment survey and records Family Action Plan. Communicates the result with Youth Development Specialist (YDS).
2. Meets with Youth Development Specialist (YDS) to review survey results, Family Action Plan, and works with YDS to develop, implement and monitor customized wellness plans in coordination with other staff and outside service providers.
3. Provides all documentation to WC/YDS for client file: needs assessment survey, family action plans, referral forms, signed forms.
4. Provides ongoing support in effort to meet social services needs of families and assists YDS in referring families to case management services.
5. Assists in planning, gathering material and leading a variety of special programs that may include parent sessions, family programs, advocacy groups, advisory boards and recreational trips for families.
6. Makes phone calls to ensure parents and families are well-informed about Wellness Center programs and other events as needed.
7. Recruits and retains parents and families for programs.
8. Assists in implementing all appropriate assessment tools for parent sessions.
9. Provides ongoing support to cultivate a strong and trusting relationship which includes meeting with individual parents to provide mentoring, coaching, motivation, advocacy and support towards positive change.
10. Adheres to all client confidentiality requirements and standards.
11. Participates with focus and professionalism at required trainings, presentations and meetings.
12. Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals. Brings best self to the workplace and shares ideas and suggestions.

**SECONDARY RESPONSIBILITIES:**

1. Participates in organization's advocacy activities.
2. Assists other program staff.
3. Assists with excursions and special events when needed.
4. Performs other duties as assigned, required, or needed.

**EDUCATION AND EXPERIENCE:**

- High School Diploma or GED required.
- One (1) year working with parents or community outreach or in a social services environment preferred.
- Must be able to pass federal criminal background check and a Child Protective Services background check.

**SKILLS AND ABILITIES:**

- Bilingual English/Spanish may be required.
- Has strong written, verbal and interpersonal skills.
- Maintains patience, self-confidence, and ability to build rapport with others while upholding strong customer orientation.
- Prioritizes and organizes multiple projects to meet deadlines through the effective, timely and efficient use of resources.
- Proficient in Microsoft Office including Word.
- Practices with a strong code of ethics and integrity and fulfills obligations.
- Demonstrates sound judgment in decision-making.
- Is able to work under pressure and handle urgent situations with professionalism.
- Is able to defuse situations with minimal disruption and garner trust from others.
- Is able to handle and be entrusted with confidential information.
- Thrives in a dynamic environment while demonstrating flexibility and resourcefulness.

**WORK ENVIRONMENT:**

- Requires travel between sites e.g. office, home visits, school. Valid driver's license required.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 20% of the workday.
- The ability to lift and move up to 10lbs.
- Semi-private office or open work area occasional noise and with controlled air temperature.
- Must be able to work a flexible work week including evenings and weekends.