

# PROMISE – Parent Center Family Support Coach (Full-Time)

Reports to: Program Director

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## **JOB SUMMARY:**

Parent Network seeks a Family Support Coach for the PROMISE Initiative “Promoting the Readiness of Minors in Supplemental Security Income”. A research project to enable youth with disabilities who receive SSI and their families to achieve greater economic self-sufficiency through education, employment, and financial literacy.

The Promise Family Support Coach will work with families who have youth in the Promise program by providing one on one support, training, and information to families so they can make informed decisions, access resources, participate in meaningful educational programs, and create and implement person-centered transition plans.

## **RESPONSIBILITIES:**

- Collaborate with Parent Network staff and the Buffalo Promise Case Managers and Promise Partner organizations to provide orientation, workshops, and technical assistance to Promise participants and their families.
- Develop and maintain relationships with community agencies to identify and access resources needed by participating families.
- Participate, attend and when necessary facilitate Promise partner meetings as scheduled.
- Follow up with families on all activities and monitor progress.
- Document all project activities manually and electronically for reporting purposes.
- Coordinate and when appropriate deliver Promise Parent Center workshops to families with diverse languages, cultures and educational attainment .
- Document and analyze training evaluation results, monitor progress, and utilize results to inform modification of curricula as necessary.
- Provide technical assistance to families to create plans, navigate and advocate across systems and connect with resources.
- Provide follow-up to retain participants, problem-solve and maintain progress.
- Document, monitor and evaluate progress, and conduct follow-up sessions as necessary.

## **QUALIFICATIONS:**

- Bachelor's degree (BA/BS in education or related discipline preferred) with a minimum of 2 years working in transition to adulthood service provision, or an appropriate combination of education, training and specific discipline related experience.
- Experience and commitment to the values and principles of person-centered planning.
- Demonstrated ability to engage diverse families to reach goals; persistence and follow-through.
- Ability to communicate complex information in a respectful, accessible, and culturally competent manner.
- Strong writing and presentation skills.
- Comfort and experience with digital communications, social networking, and visual presentation of information.
- Reliable Transportation and the ability to travel within the city of Buffalo for scheduled meetings
- Ability to travel to Albany 2x's a year for required Learning Community meetings
- Applicants who are parents or family members of children or adults with disabilities are encouraged to apply.
- Applicants who are bilingual in Spanish and English are encouraged to apply.

\*As an equal opportunity employer, Parent Network believes that equal opportunity for all employees is important for the continuing success of our organization. In accordance with state and federal law, Parent Network employment decisions and practices will not be influenced or affected by race, color, creed, religion, national origin, ancestry, citizenship, sex, marital status, veteran status, disability, age or any other characteristic protected by law.