

JOB ANNOUNCEMENT

Hayward Promise Neighborhoods Family Navigator/Family Success Coach

Position:	Family Navigator/Success Coach	Work Week:	35 Hours
Location:	Hayward	Start Date:	April 2018
Hours:	Flexible, Mostly Monday through Friday, including some evenings/weekends	Salary:	Depending on Experience

Community Child Care Council (4Cs) of Alameda County is a nonprofit organization serving families and child care providers in Alameda County. 4Cs of Alameda County exists to develop and coordinate resources for families and children.

Hayward Promise Neighborhoods (HPNs) is a partnership of residents, local schools, colleges, government agencies, businesses, and non-profit organizations that are interdependently aligned. Together, using a results based accountability framework, we are lifting up what works in order to fulfill the Promise that all HPNs children receive the high-quality support they need to thrive, from cradle, to college, to career.

4Cs of Alameda County is a HPNs partner agency, providing programs for families, children and child care providers. In addition, 4Cs leads the HPNs Early Learning Network, bringing partners together to enhance programs and services for children birth to eight years and their families.

4Cs is seeking an energetic, collaborative and highly resourceful individual to join our HPNs team. The HPNs Family Navigator/ Success Coach will provide individualized navigation services for families with children birth to eight years in the HPNs Neighborhoods. This individual develops strength-based relationships with HPNs families, connects families to community resources and supports families in accessing an array of programs and services across the HPNs pipeline. This includes aiding families in navigating the complex early care and education system and matching families with available programs which meet their needs.

The HPNs Family Navigator/Success Coach will be an employee of 4Cs of Alameda County and reports to 4Cs Resource and Referral Manager, Family Services. This is a non-exempt position.

DUTIES & RESPONSIBILITIES

- Develop strength-based relationships with families in the HPNs neighborhoods and support their engagement in HPNs programs and services for families with children birth to 8 years old
- Guide families as they connect with community resources and develop Family Success Plans that address family needs such as child care, educational needs, school readiness, access to health care, and special needs.
- Provide one-on-one consultations to families to assess their needs, and help them follow through with action plans that will help them meet family and/or personal goals.
- Screen families for public benefits and work with the families to apply for and receive the benefits they qualify for, including child care subsidies.

- Ensure that families understand the full continuum of services associated with Hayward Promise Neighborhoods.
- Provide excellent customer service in a culturally and linguistically appropriate way that empowers and supports each community member.
- Work with families to enroll children in appropriate early care and education programs and to develop a transition plan to ensure that their children successfully transition between preschool and Kindergarten
- Coordinate with HPNs partners to create a seamless transition and referral system for families along the HPNs “pipeline” of services.
- Ensure that each family is connected to services they need and that barriers to accessing services are addressed
- Document all services according to HPNs data protocols and provide reports as required
- Work with Parent Promise Academy team to inform participating parents about family success coaching services and participate in outreach events
- Attend regular team meetings with 4Cs and other partners to ensure the coordination of services and support for HPNs families
- Meet with supervisor for individual reflective supervision
- Participate in related trainings and workshops













QUALIFICATIONS

- Bachelor’s degree with Major in Social Work, Human Development, Sociology, Early Childhood Education or related field preferred
- Strong communication skills and ability to build relationships with others
- Minimum 2-3 years’ experience as a case manager and/or direct service provider in a community based organization, school or public agency
- Demonstrated cultural sensitivity and experience working effectively with people from diverse backgrounds
- Bilingual Spanish-English fluency (oral and written) is required
- Knowledge of the HPNs communities and early childhood programs highly desirable
- Knowledge of community resources and public benefits
- Ability to collaborate and build strong relationships with HPNs partners (CBOS, schools, public agencies)
- Ability to take initiative, identify and solve problems, be accountable, and do whatever it takes to ensure families meet their goals
- Proficiency with Microsoft applications and data tracking systems
- Strong organization and time management skills
- Ability to work evenings and weekends as needed
- Must have valid California driver’s license, personal automobile insurance and access to own transportation

To apply, please send resume and cover letter to: 4Cs of Alameda County, 22351 City Center Drive, Hayward, CA 94541, and Fax: 510 538-1736 or Email: resumes@4c-alameda.org



4Cs is a Great Place to Work!

-  11 Annual Paid Holidays + Additional Sick Leave
-  2 Floating Holidays Provided Every July 1st
-  Very Generous Vacation Leave
-  Cafeteria Style Benefits Cover Employee's Core Benefits
-  Flexible Work Schedules
-  Annual Employer Discretionary Retirement Contribution
-  403b Retirement Employer Match
-  Confidential Employee Assistance Program
-  Personal and Professional Development Opportunities
-  Energetic & Dedicated Staff Members
-  Exceptional Work Environment
-  Recognized as one of the *2017 Best Nonprofits to Work For!*