

# Children's Board Family Resource Centers

## Lead Family Resource Specialist

Position located at CBFRS in North Tampa, 116 W. Fletcher Ave, Tampa, FL 33612

**JOB SUMMARY:** Under the leadership of the Center Manager, the Lead Family Resource Specialist (LFRS) supports and strengthens families through the focus areas of the Children's Board Family Resource Centers (CBFRC). The LFRS connects families with community resources, assists with community outreach and engages families in Center-driven programs/activities. The LFRS assists the Center Manager in Center supervision and management of daily operations; flexible hours which includes some nights and weekends is required. <https://cfctb.org/contact/job-opening-list/>

### CORE FUNCTIONS:

- Assist in development and implementation of family support programming
- Refer and links families to appropriate programs and community resources as needed
- Perform daily operating procedures
- Work to support Center and collaborative outcomes
- Orient new families to the CBFRC services and Center environment
- Assist families with completion of applications to community services and/or programs
- Coordinate and facilitate Center-driven programming and events
- Provide families with referrals and follow-up via phone and in-person
- Enter information into database and ensure records are updated
- Support partner agencies with program registration and follow up
- Ensure Center is a safe warm welcoming environment for all
- Maintain cooperative working relationship with co-workers, supervisors, families, partners and the community
- Attend mandatory training as assigned by CBFRC lead organization
- Follow all CBFRC Policies and Procedures
- Maintain confidentiality of all information at all times
- Work within the framework of the Five Protective Factors and the Principles of Family Support Practice
- Perform targeted outreach as needed

### ESSENTIAL FUNCTIONS:

- Assist Center Manager with planning, coordination and management of all program activities and daily operations
- Support the efforts of all staff and monitor implementation of programs, as necessary
- Coordinate with community agencies requesting Use of Facility
- Responsible for the development of the Center Program Calendar
- Assist Center Manager in planning, coordinating and purchasing for monthly themed events as assigned
- Assist Center Manager in developing the Family Community Advisory Council and conducts meetings as assigned
- Responsible for updating database with Center-specific outcomes and maintaining accurate program records
- Assist Center Manager with training staff
- Attend mandatory CBFRC collaborative meetings as assigned
- Complete reports as assigned
- Other duties as assigned

### QUALIFICATIONS & EXPERIENCE:

- Minimum of Bachelor's degree in a social service related field and two years of experience working with families
  - *The bachelor degree requirement may only be waived after three years or more of proven quality experience working in the Children's Board Family Resource Centers*
- Experience working with the Principles of Family Support and Five Protective Factors preferred
- Ability to work independently with minimal supervision
- Proficient in Microsoft: Word, Excel, Outlook, PowerPoint
- Excellent organizational, time management, customer service and communication skills
- Communicate effectively both verbally and written in English and Spanish preferred
- Must be sensitive to the socioeconomically and culturally diverse population served.
- Must pass level II criminal background check and drug screening
- Valid Florida driver's license, insurance and reliable transportation
- Ability to travel within Hillsborough County

### ESSENTIAL PHYSICAL SKILLS:

- Ability to play with small children on the floor
- Requires cleaning, lifting/moving tables, chairs, and small items up to 25 pounds
- Ability to clean, mop, empty trash and retrieve toys from the floor



Children's Board  
HILLSBOROUGH COUNTY  
**FAMILY**  
**RESOURCE CENTERS**



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