



Collaborative Family Engagement (CFE) Coordinator Job Description

REPORTS TO: Chief Program Officer

DESIGNATION: Exempt

PRIMARY RESPONSIBILITY: The CFE Coordinator will coordinate Collaborative Family Engagement efforts ensuring the process is part of the agency's daily advocacy. In addition to CFE responsibilities this position will also support the advocacy department by direct volunteer supervision as defined in the Advocate Supervisor job description.

ESSENTIAL RESPONSIBILITIES & DUTIES:

Coordinate Collaborative Family Engagement by providing orientations with CASA (Court Appointed Special Advocate) Advocate Supervisors and Advocates followed by ongoing training ensuring that all processes and responsibilities of CFE are understood and are carried out to reach desired outcomes for families, the local program, and Texas CASA. Include the following:

- a. Develop and implement an initiative review plan, to be reviewed and approved by the Chief Operations Officer (CPO), Chief Operations Officer (COO), and Chief Executive Officer (CEO) to be conducted with Child Protective Services (CPS) twice yearly to evaluate current processes ensuring goals and outcomes are met.
- b. Develop and document appropriate processes for evaluations with outcome-related data.
- c. Ensure all advocacy standards are met focusing on CFE activities for optimal outcomes for children and families.
- d. Track and document participation and outcomes required by Texas CASA and other entities.
- e. Run and submit reports quarterly and participate in regularly scheduled appointments with your assigned Texas CASA CFE Coach.
- f. Ensure all evaluations are collected and returned as required.
- g. Maintain the CFE portion of the CASA of Galveston County website and staff resources.
- h. Update and edit the CFE Manual alongside the Director of Advocacy.
- i. Responsible for monthly newsletter submissions for the internal and external agency newsletter.
- j. Manage the CFE App Administrator Dashboard.
- k. Document all case research in Optima to ensure the Advocacy Department has access to follow-up and reporting.
- l. Read affidavits in full while simultaneously filling out the ADF (Affidavit Discovery Form) to later reference at the CPS Transfer Staffing, Family Group Conferences, and Family Meetings to assist in questions.
- m. Attend all CPS Transfer Staffing with Investigations and CPS to ensure CASA stays connected to case-related and relevant information ensuring collaboration of CFE is agreed upon, and review of all documentation is done in a timely manner.
- n. Ensure each child's PID # (Personal Identification Numbers) is in Optima.

- o. Communicate frequently with CASA Advocate Supervisors for guidance and direction if any barriers exist.
- p. Follow up with CASA Advocate Supervisors, Advocate Volunteers, CPS Caseworkers, CPS Supervisors, and Investigations regularly to ensure deadlines are met.
- q. Coordinate and schedule CASA Team Meetings and CASA Family Meetings to meet requirements.
- r. Coordinate Family Meetings for CASA Advocate Supervisors to include all professionals associated with the case and any family members or supports that the parents and/or children want in attendance receive an invitation.
- s. Attend Family Group Decision Making (FGC) alongside Advocate Supervisors and Advocates to ensure the family's time is being respected by asking relevant questions to assist the family in identifying positive supports. During each FGC, conduct a Connectedness Map with parents (or current caregivers) when supports are not identified throughout the facilitator's portion of the meeting. Compare Initial, 5th Month, 9th Month, Special FGCs notes, Affidavit Discovery Form (ADF), and any other relevant files for family-specific questions during FGCs.
- t. Co-facilitate pre-service training to introduce the mission and tools of Collaborative Family Engagement to new volunteers.
- u. Conduct ongoing training to ensure CFE activities are imbedded into every day advocacy and completed and documented according to requested timelines to meet advocacy standards.
- v. Attend PCs (Permanency Conferences) to stay familiar with cases and identify higher priority CFE needs and/or available resources for the family. Save notes in Optima with a heavy emphasis on names mentioned, how they are related to the family, and where they are located.
- w. Conduct case and family research to help identify family/kinship (possible positive lifelong supports) who are willing to participate in Family Meetings and want the greater good for families.
- x. Meet with Advocacy Department Staff to identify family connections to research and contact to be included in the Family Meeting process.
- y. With the CPO's partnership, monitor and assist in sustainability planning to ensure the program is on track to meet all requirements and desired outcomes.

OTHER RESPONSIBILITIES

1. Represent CASA to the court, and child welfare agencies including CPS and other community agencies who serve children who have experienced abuse and neglect and their families.
2. The CFE Coordinator could be responsible for Supervising up to 10 cases and court advocate volunteers, providing guidance and direction to ensure all advocacy standards are met.
3. Be available to host training courses and take private appointments to ensure that our due diligence is understood by trusting the process of Collaborate, Cultivate, Convene, and Connect.
4. Collaborate with community stakeholders through the Faith Outreach Team within our local program, CASA, Clergy, and Community at a state level, Community Collaboratives such as Orphan Care Collaborative, and other partners to bring support and resources to children and families.
5. Additional duties as required.

KNOWLEDGE, SKILLS, & EXPERIENCE

1. Education:
 - a. Bachelor's degree in social work, psychology, or related field.
 - b. Complete pre-service volunteer training upon hire.
2. Minimum experience:
 - a. Prior experience with the supervision or coordination of volunteers preferred.
 - b. Prior experience in the provision of case management or advocacy services with children required.
 - c. Facilitation experience preferred.

- d. Demonstrate integrity, honesty, and ethical conduct.
- e. Demonstrate passion for CASA’s mission.
- f. Clear criminal and DFPS background are required.
- 3. Critical areas of qualifications include the following:
 - a. Proven leadership ability.
 - b. Excellent attention to detail.
 - c. Excellent oral and written communication skills.
 - d. Persistent and diplomatic in encouraging volunteer motivation and case advocacy.
 - e. Self-starter with minimal guidance required who is highly organized and can prioritize deadlines, as necessary.
 - f. Ability to coach and empower a diverse group of individuals.
 - g. Able to work collaboratively in a team environment.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT

I have read and understand this job description. My signature below indicates my agreement to perform the required duties and to meet the organization's goals and metrics.

Employee Signature

Date

Chief Operations Officer Signature

Date

Chief Executive Officer Signature

Date