

# United Way of San Antonio and Bexar County

## Job Description



United Way of San Antonio  
and Bexar County

<b>TITLE:</b>	Care Coordinator, Help Me Grow		
<b>DEPARTMENT:</b>	Community Impact	<b>GRADE:</b>	22
<b>IMMEDIATE SUPERVISOR:</b>	Director, 211 Operations	<b>EXEMPTION STATUS:</b>	Exempt
<b>DATE POSTED:</b>	December 8 <sup>th</sup> , 2022	<b>EXPIRES:</b>	When position is filled.
<b>JOB LOCATION:</b>	San Antonio, Texas	<b>SALARY RANGE:</b>	\$51,400 to \$54,000

### ABOUT US

United Way of San Antonio and Bexar County (UWSA) is dedicated to improving people’s lives by helping individuals and creating community-level change. Our work includes leading cross-sector collaborations, advocating for public policy changes, and investing in programs and initiatives that help those in need and prevent problems from happening in the first place. Improving quality of life and advancing the greater good involves focusing in four Impact areas: 1) preparing children for kindergarten 2) encouraging students to graduate and reach their full potential 3) helping individuals and families become self-sufficient, and 4) providing a safety net of services for those in crisis.

### JOB SUMMARY

Help Me Grow (HMG) is a free, family information line designed to promote the optimal development of young children by:

- Linking families to information and community resources related to child development and parenting
- Providing Developmental Screening and connection to appropriate services and interventions
- Providing personalized care coordination
- Creating and facilitating partnerships within the community to improve the availability and quality of services for families.

The Help Me Grow Bexar County Care Coordinator’s primary responsibility is to provide comprehensive system navigation regarding child developmental health, behavior, and learning. The Care Coordinator will link families and children to existing resources in the community and will provide the necessary care coordination to ensure families are connected to services.

### DUTIES AND RESPONSIBILITIES

- Conduct system navigation through intake, screening, assessment, referral, and connection (linkage) to early childhood services
- Support families by providing information and education on these topics, making appropriate referrals to services both internally and externally, and providing continued support, advocacy and follow-up as needed.
- Administer and score Ages and Stages Questionnaires (ASQ), explain results to caregivers, provide families with age-appropriate developmental activities, address caregiver concerns empathetically using a trauma-informed approach, and provide appropriate referrals and follow up.
- Maintain list of local programs, resources, and services that have the capacity to serve families
- Maintains communication with community providers regarding service availability and accessibility
- Document calls as required
- Networks, actively engages, and collaborates with Ready Children Impact Council, ReadyKidSA Coalition, Early Matters, 211, Dual Generation Initiative, Family Resource Center, and Help Me Grow partners, as well as other community providers of early childhood services and resources.
- Contribute to the planning of the annual Child Abuse Awareness and Prevention Month Event(s).
- Contribute to the development, implementation, and monitoring of an outreach plan that encompasses all recruitment and retention strategies for at-risk families with children ages 0 to 5 in Bexar County. The plan will

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work with local organizations and include new, innovative approaches and recruitment methods designed in direct response to the locally identified barriers to successful client participation and retention.

- Collaborate with the UWSA marketing and media team, staff, parent advisory committees and partner agencies to ensure consistency in logistics, communication, and messaging, and to develop year-round collective impact products including stories, promotional information, presentations, and events.
- Conduct aggressive outreach initiatives and attend and participate in events and meetings to promote Help Me Grow and generate community awareness of UWSA child abuse prevention strategies/programs.
- Perform office based or community site screenings or trainings on ASQ developmental tools, Learn the Signs Act Early, and Help Me Grow
- Complete all initial and ongoing training requirements
- Use technology (CISCO, VOIP, iCarol, & live chat) to interact with clients
- Provide advocacy and follow up services as necessary to caregivers/families
- Respect and maintain confidentiality; follow all agency and program guidelines regarding confidentiality
- Other job duties or responsibilities as assigned or requested

#### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in early childhood, child development, or related social service field required
- 2 years of work experience in early childhood development preferred

#### **BENEFITS**

- Employer-subsidized healthcare plan with employer-funded HRA offered.
- Group dental, vision, life insurance and other insurance products are available.
- Paid holidays, personal and sick leave time.
- 403(b) retirement plan with employer matching available.

#### **WORK ENVIRONMENT**

- Normal office environment with little exposure to dust, noise, and extreme temperatures.
- Reliable personal transportation required.
- Exposure to glare from a computer.
- Monday-Friday, 8:15 am to 4:45 pm work week with occasional evening and weekend hours.
- Work remotely as indicated by environmental factors, such as COVID-19
- Lift or move up to 20 lbs.
- Stoop, kneel, crouch or crawl

#### **SPECIAL SKILLS / INFORMATION**

- Strong organizational skills, detail oriented with the ability to prioritize, manage multiple projects, and execute in a high-volume environment.
- Ability to build and maintain positive relationships that promote cooperation and collaborative work with United Way funded agencies and Bexar County community
- The ability to navigate political and organizational systems. Professionalism, maturity, and demonstrated capacity for leadership are essential.
- Demonstrate sensitivity and empathy regarding human service issues and project a non-judgmental attitude towards individuals requiring assistance.
- Prior understanding of the issues and struggles of families in poverty and prior experience working in a direct service role with low-income families. Strong ability to connect with and help people move forward in their readiness to change.
- Strong written, verbal, and interpersonal communication skills for engaging with diverse groups, ability to conduct community presentations, and build new partner relations.
- Ability to work with manage a wide variety of populations and personalities with respect, compassion, and dignity.
- Ability to complete required trainings
- Proficiency in both English and Spanish oral and assessment skills is preferred.
- Knowledge in both child development and economic mobility is preferred.
- Must have a valid driver's license with reliable transportation.
- Must pass Criminal Background Check.

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- Strong evaluation, problem solving abilities, and decision-making skills
  - Knowledge of Bexar County community resources preferred
  - Ability to complete documentation of work with the child and family in an accurate and timely manner

*The above statements are intended to describe the general nature and level of work being performed by associates assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. The contents of this job description may change as deemed necessary by United Way of San Antonio and Bexar County.*

**APPLY**

**To submit your application visit <http://bit.ly/uwsajobs>.**

- Applications WILL NOT be accepted via email.
- Contact [uwjobs@unitedwaysatx.org](mailto:uwjobs@unitedwaysatx.org) should you experience problems submitting your application.

*United Way of San Antonio and Bexar County is an Equal Opportunity/Affirmative Action Employer. As an Equal Opportunity Employer, we do not discriminate on the basis of age, race, sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, genetic information or any other status protected by federal, state or local law.*

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