

United Way of San Antonio and Bexar County

Job Description



United Way of San Antonio
and Bexar County

TITLE:	Family Engagement Ambassador, Dual Generation Initiative		
DEPARTMENT:	Community Impact – Grants	GRADE:	21
IMMEDIATE SUPERVISOR:	Dual Gen Systems Director	EXEMPTION STATUS:	Exempt
DATE POSTED-INTERNAL:	March 31, 2023	EXPIRES:	May 5 ,2023
DATE POSTED-EXTERNAL:	April 7, 2023	JOB LOCATION:	San Antonio, TX
SALARY RANGE:	\$35,600 to \$40,000	RELOCATION ALLOWANCE:	No
WORK MODALITY:	Hybrid-remote (3 days on-site and up to 2 days remote)	EMPLOYEE CLASSIFICATION:	Individual Contributor

ABOUT US

United Way of San Antonio and Bexar County unites the community to identify and solve our most critical issues. We are dedicated to improving people's lives and creating community-level change. Our work includes leading cross-sector collaborations, advocating for public policy changes and investing in programs that prevent problems from happening in the first place for those in need. Improving quality of life and advancing the greater good involves focusing in four impact areas: preparing children for kindergarten; empowering students to graduate and reach their full potential; helping individuals and families become self-sufficient; providing a safety net of services for those in crisis.

JOB SUMMARY

The Family Engagement Ambassador is responsible for assisting in overall project outreach, recruitment, intake, and Family Engagement support, including maintaining stakeholder and resident relationships. The position will ensure United Way's compliance with all programmatic and grant management aspects of the program that address family, parent, and resident engagement efforts. The Family Engagement Ambassador will support the Systems Director and Impact Manager in staffing practitioner meetings; organizing and facilitating parent advisory meetings; and communicating with residents and parents through events and one on one interactions. The role will also regularly collaborate with the Dual Generation Impact Manager for the Dual Generation Initiative and be involved in joint work affecting the Dual Generation target areas. The position will also work closely with staff that support United Way Impact Councils and Grant funded impact areas.

PRIMARY DUTIES AND RESPONSIBILITIES

- Responsible for Family Engagement programming and services that address the individual family's needs and strengthen the family by conducting the Initial intake, promoting collaboration amongst staff, service providers, and the family to provide available resources and tools that holistically support protective factors.
- Assist in the development, implementation, and monitoring of an outreach plan that encompasses recruitment and retention strategies for families with children ages 0 to 10 in the Dual Gen target area.
- Assist the Grant Directors in overall project compliance.
- Facilitate and oversee the organization/administration of the Parent Advisory Committee and all other parent focus led activities.
- Assist in planning, organizing, facilitating, and documenting practitioner meetings and periodic community meetings to include resident, parent engagement meetings, and quarterly meetings in schools, churches, neighborhood associations, etc.
- Coordinate and manage all parent and resident engagement efforts to help increase visibility, and accessibility of resources for families.
- Coordinate and manage all Family Case Coach assignments to families recruited or referred to United Way.
- Facilitate Initial Intake assessment to potential families.
- Participate in the organization and implementation of focus groups and parent surveys.
- Complete family enrollments and subsidy administrator duties including outreach, managing referrals, monitoring admissions/discharges, and tracking family progress.
- Assist in the design and distribution of all project materials for training, outreach and education for all parent and resident engagement activities.

- Promote the Dual Generation Initiative, HOPES III, MIECHV, ReadyKidSA, and other appropriate activities as assigned through social media sharing.
- Implement recruitment strategies and assist partners with recruitment; encourage and sustain family enrollment and involvement in family support programs.
- Actively and professionally represent UWSA by recruiting and engaging future, current, and alumni parents to become involved in advocacy and other activities.
- Develop strategies to ensure families have access to support resources post program completion.
- Promote high quality parenting and family engagement educational opportunities for families.
- Perform other duties needed to help drive the success of the Dual Generation Initiative and UWSA.

EDUCATION AND EXPERIENCE

- High school diploma or GED and 4 years of community related work experience; **or** a bachelor's degree from an accredited college or university; or 2 years of community related work experience **plus** an associate degree.
- Work experience with parent and resident engagement preferred.
- Prior experience as a participant in a parent support program preferred.
- Bi-lingual ability in English and Spanish preferred.
- Ability to multitask, strong attention to detail and organization; ability to prioritize and complete tasks prior to deadlines.
- Ability to work cooperatively and as a member of a team with parents, staff and the community at large. Always conduct yourself and your appearance in a professional manner
- Background working with volunteers, parents and/or residents.
- Experience working with lower-income and diverse populations.
- Proven work experience performing case management and/or program intake functions.
- Good written and verbal communication skills.
- Facilitation experience and skills.
- Willingness to build public speaking and presentation skills.
- Microsoft Office (Word, Excel, and Access) proficiency preferred.

KNOWLEDGE, SKILLS & ABILITIES INFORMATION

- Ability to build and maintain positive relationships that promote cooperation and collaborative work with United Way funded agencies and Bexar County community.
- Interacts with team members at all levels of the organization with focus on relationships in the HOPES Initiative.
- Communication Skills, Relationship Building, Community Engagement.
- 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 under resourced families.
- Ability to work with manage a wide variety of populations and personalities with respect, compassion, and dignity.
- Must have a valid driver's license with reliable transportation.
- Basic understanding of social media platforms.
- Proficient in Microsoft Office Suite preferred.

UNITED WAY COMPETENCIES

X

Core Competencies (all United Way Professionals):

Mission Focused, Relationship Oriented, Collaborator, Results Driven, Brand Steward

Leadership Roles Competencies (building on Core Competencies): (check for People Leaders)

Talent Management & People Development, Business Acumen & Strategic Direction, Operational Planning & Execution, Outward Turning

Senior/Functional Level Leadership (C-Suite and SVPs): (check for Senior Leaders)

Strategic Community Collaboration, Deep Community Expertise, Product Development and Implementation, Donor Influence, Volunteer Engagement, Advocacy and Public Policy

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 nonprofit office environment with little exposure to dust, noise and extreme temperatures.
- Extended work on personal computing equipment, telephone, multi-functioning printer and calculator.
- Reliable transportation is required with the ability to travel to and from meetings, training sessions or other business-related events locally, routinely and around the state and nationally, occasionally.
- Monday-Friday, 8:15 am to 4:45 pm work week with occasional evening and weekend hours.
- Although UWSA offers a Hybrid-Remote work modality there will be initiatives at varying times of the year that will require additional days on-site up to 5 days per week through the completion of the initiative.

PHYSICAL DEMANDS

- Sedentary work on a PC; sitting for extended periods of time, routinely.
- Exposure to glare from a computer, regularly.
- Movement within the office and during external meeting and events, routinely.
- Bends, crawls, crouches, kneels, stoops and twists, occasionally.
- Exerts up to 20 lbs. of force, occasionally.
- Facilitates, presents and collaboratively interacts with others, routinely.
- Perform repetitive tasks, i.e., typing and texting, routinely.

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 should you experience problems submitting your application.

United Way of San Antonio and Bexar County is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information.

United Way of San Antonio and Bexar County is committed to the full inclusion of all qualified individuals. As part of this commitment, UWSA will ensure that persons with disabilities are provided reasonable accommodations if reasonable accommodation is needed to participate in the job application, interview process, or to perform essential job functions, and/or to receive other benefits and privileges of employment.

United Way of San Antonio and Bexar County | 700 South Alamo St., San Antonio TX, 78205 | www.unitedwaysatx.org

INTERNAL USE ONLY

EFFECTIVE DATE OF JOB GRADE: March 22, 2023

EFFECTIVE DATE THIS REVISION: March 24, 2023

EMPLOYEE SIGNATURE:		DATE:	
SUPERVISOR SIGNATURE:		DATE:	
HUMAN RESOURCES SIGNATURE:		DATE:	