



JOB DESCRIPTION

Coordinator, Franklin County Children's Visitation Program (FCCVP)

15 hours/week

The Franklin County Children's Visitation Program offers supervised visits for children and their non-custodial parents in a safe, non-threatening environment. Families participating in the FCCVP are referred by the Franklin Probate Court and/or the Department of Children and Families when it is unsafe for non-custodial parents to have unmonitored contact with their children.

The FCCVP Coordinator is responsible for the coordination of the program during Saturday visits, including scheduling participating families and monitors. It also includes supervising visits between children and their non-custodial parents and conducting intakes with clients. This position requires working 9 hours on Saturdays and 6 floating hours throughout the week. This is a non-union position and the starting salary is \$18.00 per hour. The FCCVP Coordinator is supervised by the Director of Programs.

Responsibilities:

- Be available on-site during the Center's open hours to oversee services, provide support to monitors and provision of visitation.
- Coordinate and complete intakes with program participants
- Schedule weekly visits between visiting family members and children
- Schedule monitors and relief staff, to assure the visits will be supervised
- Respond to phone calls during the day of the visit
- Update phone message to alert clients of any changes to the Center's normal operating hours
- Supervise visits between children and non-custodial parents as needed
- Collect fees from clients and provide receipts to them
- Troubleshoot issues that arise with the tablets and program database
- Record time of parent arrival and enforce rules regarding lateness for all parties involved in visits
- Oversee monitor calls to family members in situations where parties are late for the visits
- Check visiting rooms for cleanliness at the beginning and at the end of the visits
- Be the liaison between the program participants and the program director in case they have any question or concern related to their case
- All other job responsibilities consistent with job description and designated by supervisor

Qualifications

- At least 3-5 years of experience working with children and families, preferably in supervised visitation setting
- Case management experience
- Ability to work effectively with children and with custodial and non-custodial parents
- Ability to set limits and label inappropriate behaviors during visits
- Understanding of typical child development
- Thorough understanding of the dynamics of domestic and sexual violence and oppression
- Ability to model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and community
- Commitment to ending violence and promoting social change by actively fighting racism, classism, homophobia, ableism, ageism, and all other oppression
- Willingness to learn about and actively use multicultural awareness and understanding in daily work.
- Bilingual ability (Spanish) preferred

Required Skills:

- Excellent computer skills
- Organizational skills
- Excellent written and oral communication skills

NELCWIT accepts applications by email (preferred) or mail. Please send a cover letter and resumé that outline your qualifications to:

Email: jobs@nelcwit.org *[Please write the position title in the subject line]*

--OR--

NELCWIT

FCCVP Coordinator Hiring Committee
PO Box 520, Greenfield, MA 01302

NELCWIT is an equal opportunity provider and employer. People of diverse backgrounds are encouraged to apply. AA/EOE/ADA.