



Family Resource Specialist

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501(c)(3) community-based organization dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come. Health disparities among refugee and immigrant populations are large, persistent, and increasing. NICE's Health Education program supports refugee and immigrant families to achieve optimal health and help navigate pathways to reach their wellness goals. NICE focuses on a wide range of public health issues including food security and nutrition, health insurance, maternal and child health, and how to navigate healthcare in the U.S. Our program aims to improve health outcomes by providing educational services directly to low-income refugee and immigrant families by bridging the gap between healthcare and community support services.

The Family Support Specialist (FSS) is responsible for working in the Maternal Infant Health Outreach Worker program (MIHOW), a home-based intervention with families of infants and toddlers. The primary role of the FSS is to develop strong relationships with existing staff and local organizations to provide service coordination, support, and training to assist families in meeting the needs of their children and enhancing parents' role as the primary influence on their child's education and development. Duties include working with families in identifying and achieving goals; promoting positive parent-child relationships and interactions; and providing child development education.

The Family Resource Specialist reports to the Health Education Manager. This is a 40-hour, full-time position.

General Responsibilities:

- Initiate public relations activities to foster cooperation and support of programs and to maintain outside agency contacts
- Provide information about MIHOW services at community events and meetings
- Develop and maintain positive working relationships with MIHOW staff and their clients in programs
- Plan program wellness and social activities and events as appropriate for program needs
- Responsible for leveraging resources and services for children, youth and families in the program
- Provide on-going digital literacy instructions and training to MIHOW staff to improve how outreach workers deliver outcomes, resolve problems, conduct regular performance feedback, and document meetings and contact with MIHOW staff



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- Implement informational seminars and support service sessions for parents which promote positive family relationships, address parental concerns, disseminate information, and provide a comfortable forum for parents to share and receive support and feedback.
- Implement a designated parent education/involvement curriculum model, and work with parents to support and enhance their role of first Teacher with the children
- Create a committee responsible for conducting CQI activities and act as the designated Site Champion. Responsibilities of the Site Champion include communicating pertinent CQI information to staff persons at NICE, leading regularly scheduled CQI committee meetings, and attending all CQI-related monthly calls and training activities hosted by the State.
- Act as liaison between agency staff and external organizations that provide social services
- Collaborate and meet with other service providers to coordinate services
- Provide in-house supportive services to parents and families on a short-term basis, as appropriate, and under the supervision of the position's supervisor
- Advocate on behalf of children, youth, and families
- Complete intake paperwork and documentation of eligibility for Head Start, Subsidized Child Care, Child and Adult Care Food program, and all other contractual funding sources
- Partner with MIHOW staff to develop individualized care plans for families that is based on information collected through the assessment and family interviews to address medical, social, educational, and other services needed to further family goals, plans, and success strategies
- Coordinate referrals to services and related agencies to meet the needs identified in the care plan. Assist with identifying and establishing natural and professional support in the community
- Develop a personal knowledge of topics related to parent requests through literature, personal contacts, electronic resources, and professional development. Share information and resources regarding developmental milestones
- Maintain a flexible schedule to accommodate program and client needs that include evenings and weekends
- Work with families in an empathic, professional and objective manner
- Participate in training opportunities to maintain individual and organizational competency in assigned areas of responsibility. This includes demonstrating competencies identified for certification as Family Support Specialist and required Policies and Procedures; consistently updating knowledge and skills relevant to position responsibilities; and attending in-services, conferences, workshops, and required agency meetings as appropriate
- Attend staff and office meetings, and coordinate services with MIHOW staff as necessary
- Other duties as assigned



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Requirements:

- Strong written and oral communication skills
- Some higher education. e.g. maternal and child health, social work, education, etc.
- Experience in community organizing
- Ability to accept responsibility and share authority
- Computer literate
- Connections with other agencies and resources in the community
- Willing to travel

Salary & Benefits:

- **Job Type:** Full-time
- **Salary Range:** \$40,000-\$42,000
- **Benefits:** Paid holidays, vacation and PTO, health insurance, dental, vision, and 401(k)

To Apply:

Send a cover letter, resume, and two professional references to careers@empowernashville.org. Applications without the requested information will not be considered. Qualified candidates will be contacted for an interview. No calls or emails.

APPLICATIONS WILL BE RECEIVED UNTIL THE POSITION IS FILLED.

Nashville International Center for Empowerment does not and shall not discriminate on the basis of race, ethnicity, color, religion (creed), gender, gender identity/expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all staff members, clients, volunteers, subcontractors, and vendors.