

Parent Promise:

Parent Promise is a 501c3 nonprofit with the primary mission of preventing child abuse and neglect through the delivery of home-based family support programs by trained providers. We believe every child has a fundamental right to grow, play and learn in a safe and secure environment so they have every opportunity in life to succeed. Our parent education services are evidence based and we are accredited by the National Exchange Club and Prevent Child Abuse America. We are the Oklahoma chapter of Prevent Child Abuse America.

Position Summary:

The Family Support Specialist coordinates with families involved with Oklahoma Human Services' Child Support Services program with mediation, parenting plans, support, and resources. Supporting families in this manner includes: creating comprehensive parenting plans, discussing and creating custody arrangements and visitation schedules, mediating conversations to resolve disputes and disagreements, and offering resources and other support. The Family Support Specialist works with both parties to ensure the best interest of the child is always the goal. This position will become familiar with Oklahoma family laws. All necessary training will be provided and paid for by Parent Promise.

This is a part time, non-exempt position at \$35.00 per hour and reports to the Executive Director.

Qualifications:

- Bachelor or four-year degree in early childhood education, social work, health, psychology or a related field is recommended (*or equivalent degree outside of the US*).
- Strong communication and interpersonal skills (*e.g., nonjudgmental, objective, reflective, empathic, patient, tactful, clear, confident*). Must be able to encourage, motivate and support families when faced with difficult situations and conversations.
- Knowledge of child development
- Conflict resolution and negotiation skills to guide parents towards constructive conversations and solutions
- Exhibit empathy, compassion, and a genuine desire to support families during difficult times
- Ability to remain neutral and non-judgmental when working with families
- Adhere to professional ethics and maintain confidentiality and boundaries
- Skill to establish rapport with families and empower them by building on their strengths.
- Strong organizational, time management, and record keeping skills.
- Ability to work with a team, independently, and be self-motivated.
- Computer skills; including web browsing, e-mail, Internet, word-processing, and spreadsheets.

Essential Functions:

- Works closely with Oklahoma Human Services' Child Support Services division
- Conduct meetings with parents to gather information about their needs, concerns, and desired parenting arrangements.
- Analyze family dynamics, child development stages, and potential conflict areas to develop a tailored parenting plan.
- Draft detailed parenting plans addressing custody arrangements (legal and physical), visitation schedules, holiday and vacation time, decision-making protocols for education, healthcare, and religious upbringing, and communication procedures.
- Provide parents with information on child development, effective co-parenting strategies, and conflict resolution techniques.
- Assist parents in reaching agreements on key parenting plan components, facilitating compromise when necessary.

- Ensure the parenting plan complies with relevant state laws and court guidelines.
- Assist with updating parenting plans as needed due to life changes.
- Organizing initial meetings with the parties involved in mediation to discuss what needs to be resolved and understand the relevant background information.
- Explaining the mediation process to everyone involved and ensuring that everyone understand their responsibilities.
- Obtaining written permission from everyone involved to make sure they are willing to engage with the process of mediation.
- Arranging sessions and communicating with clients to facilitate the mediation process.
- Listening to what everyone has to say within the mediation process and ensuring that everyone has a chance to speak without judgment or interruption.
- Making clear and impartial notes of the process that reflect the outcomes of the mediation and any remaining issues.
- Deciding how and when to assess whether mediation has been effective and whether further action is needed (such as legal action).
- Putting the final agreement into writing and making sure everyone understands the decision made and what it means.
- Carrying out follow-up communication for cases you have completed as appropriate.
- Develop, monitor and review goals with each family.
- Plan, provide and document personal visits focused on parent-child interaction, development-centered parenting and family well-being.
- Connect families to resources that help them reach their goals and address their needs.
- Maintain and submit in a timely way all required family and program documentation.
- Obtain competency-based professional development and renew parent educator certification annually.
- Other duties as assigned that align with our organization's mission