

Finger Lakes Community Action

Job Description 2025

Job Title: Family/Parent Support Educator **FLSA Status:** Non-Exempt
Department: Advocacy for Community Empowerment (ACE)
Reports To: ACE-Director
NYS DOL

Summary:

The Family/Parent Support Educator plays a vital role in empowering families and youth to strengthen their relationships and build healthier communities. This position provides direct support and education to help individuals understand their responsibilities within the family unit and society. Through goal-setting, skill-building, and collaboration with local agencies, the educator fosters resilience, promotes nurturing parenting practices, and reduces the risk of child maltreatment.

Essential Duties and Responsibilities:

Program Service Provision

- Deliver high-quality services to families and youth using the Family Partnership Plan to foster meaningful change.
- Facilitate/co-facilitate parenting education and behavioral health support programs, including weekly sessions for male and female inmates at Wayne County Jail (WCJ).
- Maintain recruitment and screening processes for WCJ participants; collect and manage “common forms.”
- Prepare inmates and families for Family Practice Time visits; assist with scheduling and monitoring visits (Fridays, 9–11 AM).
- Assess family needs and barriers to stability; connect families to emergency services and resources.
- Promote the parent’s role as primary educator; support parent-child bonding and educational involvement.
- Provide health and social service education; assist with understanding special education processes and advocate as needed.
- Conduct home visits and coordinate communication between families, programs, and collaborating services.
- Facilitate and/or co-facilitate ACE Parenting Enhancement Skills Group Class Sessions.
- Communicates clearly with the child/youth and family.
- Employs active listening skills and professional boundaries.
- Maintain annually a minimum of 15 hours of job related training. (i.e. workshops, class seminars and webinars). Need to provide proof of hours in attendance. All trainings shall be documented and placed in your personnel records file.

Planning and Organization

- Follow up on ACE parent education referrals and document outcomes.
- Develop individualized service plans with interactive home, school, and community activities.
- Maintain lesson plans and daily records tracking behavioral changes and family progress.
- Participate in curriculum development, program evaluation, and continuous improvement initiatives.

Program Compliance and Reporting

- Maintain accurate records: enrollment forms, case notes, confidentiality agreements, and service documentation.
- Adhere to agency confidentiality policies and reporting protocols.
- Submit timely reports on attendance, enrollment, and program outcomes to the Director, collaboratives, and other stakeholders.
- Attend Jail Advisory, SPOA, and other relevant meetings.
- Protect and support the needs of area and enrolled children and families by becoming aware of the physical and behavioral signs of child abuse, neglect, and maltreatment, reporting all suspected cases of child abuse, neglect and maltreatment, become familiar with the agency's procedures for reporting suspected cases of abuse, neglect, and maltreatment. In conjunction with administrative staff, reports all incidents of child abuse suspected to the ACE.
- Compile and submit monthly, quarterly, and annual reports.

Safety Responsibilities

- Obey all safety rules, government regulations, signs, markings and instruction.
- Become familiar with safety policies that apply directly to you in the area in which you work.
- Attend and actively participate in safety meetings.
- Report any unsafe hazardous conditions to your supervisor.
- Refrain from any unsafe act that might endanger yourself, consumers or fellow employees.
- Report all workplace accidents, incidents immediately to your supervisor.
- Practice good housekeeping by picking up tools, materials and putting them into their proper places.
- Compliance with safety and health rules and regulations is a condition of employment.

Collaboration and Parent Inclusion

- Promote the program and agency professionally; foster teamwork and effective communication.
- Collaborate with staff and the Director to connect families with community resources and track referral outcomes.
- Encourage parent involvement in education and community issues affecting their children.

- Participate in case conferences; serve as liaison among families, collaborators, and agencies.
- Support coordination across service areas; attend all required trainings and meetings.
- Communicate regularly with WCJ personnel and service providers regarding individual's progress.
- Fill in for temporary staffing adjustments.
- Other duties as assigned.

Qualifications:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- Associates or Bachelors degree in Early Childhood, elementary or secondary education, adult education or a related field.

Language Ability:

- This position requires excellent verbal and writing communication skills.

Math Ability:

- Basic math skill. Ability to add, subtract, multiply and divide.

Reasoning Ability:

- This position requires the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

- Must have working knowledge of basic computer applications such as Microsoft Office.

Certificates and Licenses:

- Valid Driver's License
- Certification in early childhood, elementary, secondary or adult education or CDA or credentialing in a related field such as Family Development.
- Must be able to gain clearance at Wayne County Jail.

Supervisory Responsibilities:

- This position has no supervisory responsibilities.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The noise level in the work environment is usually quiet.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms.

Compliance:

- “If any person witnesses, learns of, or is asked to participate in any activities that are potentially in violation of the Finger Lakes Community Action Compliance Plan, he or she should make a confidential contact, without repercussion, to the Compliance Officer, his or her Director/Manager, or the Executive Director. Reports may be made by calling the compliance Hotline (1-315-665-0131 x110), or by emailing information to the Compliance Officer compliance@waynecap.org or by walk-in to the Compliance Officer’s office.”
- All employees and volunteers will follow Finger Lakes Community Action’s Response Plan regarding Pandemic/Infectious Control. This plan includes guidance for the agency employees and volunteers during any such time period to strive to operate effectively & ensure that all essential services are continuously provided and that employees and volunteers are safe within the workplace be it at the office, at another FLCA location or working remotely.
- As indicated in FLCA’s Response Plan, it may be necessary for some employees to work from home. FLCA will work with each employee to determine the necessity for temporary remote duties; however, there may be some situations that require the employee to be physically present in the workplace. This will be at the sole discretion of the Director and Administrator of the program. If an employee is required to be physically present in the workplace and cannot report to work as scheduled, regular leave policies and procedures should be followed.
- Temporary remote working arrangements are expected to be short term, and FLCA will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period for telework, and FLCA may require employees to return to regular, in-office work at any time. Should the health crisis warrant, FLCA may require all employees, with the exception of essential personnel, to work from home. Employees should be proactive with program Directors and Administrators in preparing for these circumstances to ensure employees have the resources necessary to work remotely

Medicaid Fraud:

- Medicaid fraud and abuse affects all New Yorkers by depleting valuable public funds meant to provide healthcare and health related services to vulnerable citizens. The New York State Office of the Medicaid Inspector General (OMIG) is a nationally recognized leader among Medicaid program integrity agencies. OMIG's recovery efforts and cost-containment initiatives save hundreds of millions in taxpayer dollars each year. Finger Lakes Community Action employees are required to assist OMIG in fighting fraud, waste, and abuse by reporting potentially suspicious behavior or incidents. The agency encourages anyone who observes instances of potential Medicaid fraud, waste, or abuse to contact OMIG's fraud hotline. Tips can be completely anonymous—and OMIG investigates all reported information.
- If you suspect fraud or abuse, call toll free:
1-877-87-FRAUD * 1-877-873-7283

Employer's Disclaimer

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This document does not create an employee contract, implied or otherwise, other than an "at will" employment relationship.

Employee's Confirmation:

I have read and received a copy of this job description.

Employee's Signature: _____ Date: _____