



The First 5 years.  
Make them count.

## MEMO

**Date:** July 27, 2020

**To:** Jolene Smith, Chief Executive Officer

**CC:** Melanie Daraio, Chief Program Officer  
Keith Morales, Deputy Chief

**From:** Zulema Inai, Director

**Re:** Requesting Approval to hire a Program Specialist

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The FSS Department is submitting a job requisition form for a Program Specialist to support incarcerated and/or formerly incarcerated mothers, their children and their families.

**Additional Resources:** N/A



## Family Support Program Specialist Family Strengthening and Support

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### Summary of Position

Under the direction of the Director of Family Strengthening & Support, this Program Specialist provides support services and ensures that mothers/female caregivers who are previously incarcerated, on probation and/or whose sentences include transitional housing placement are connected to appropriate community programs, services and resources to support successful reentry into the community.

### Background on FIRST 5 Santa Clara County

FIRST 5 Santa Clara County (FIRST 5) was formed when California voters approved Proposition 10 in November 1998. FIRST 5 is a public entity governed by a nine-member Commission. FIRST 5 allocates funds to promote, support, and improve early childhood development for children prenatal through age 5 and their families.

Through an extensive planning process, the community identified four domains in which FIRST 5 focuses its resources: (1) Health Care; (2) Family Support; (3) Early Care and Education; and (4) Neighborhood and Community Engagement. The Commission then adopted five primary goals that address each of these domains: (1) Children are born healthy and experience optimal health and development; (2) Families provide safe, stable, loving and stimulating homes; (3) Children enter school fully prepared to succeed academically, emotionally and socially; (4) Neighborhoods and communities are places where children are safe, neighbors are connected, and all cultures are respected; and (5) Systems are responsive to the needs of children and families. Potential applicants are encouraged to visit FIRST 5's website at [www.first5kids.org](http://www.first5kids.org) in order to better understand FIRST 5's programs and services.

### Essential Functions and Responsibilities

- Facilitate and Co-Facilitate parenting education classes and workshops, including Triple P, Abriendo Puertas/Opening Doors and Parenting InsideOut for incarcerated or formerly incarcerated parents/caregivers.
- Strengthen previously incarcerated mothers/female caregivers capacity to understand and promote their children's healthy development through brief parenting support interventions (i.e., how to manage stress, build or rebuild family and community connections and utilize the **Strengthening Families Approach** to build protective factors in families, etc.);
- Offer support services for incarcerated or formerly incarcerated parents/caregivers;
- Connect parent/caregivers to FIRST 5 Family Resource Centers and other community resources;
- Develop, maintain and update service delivery model and protocol manual;
- Develop a success plan that incorporates the strengths of the family and children to meet their needs and ensures parent/caregivers experience a smooth transition into the community;
- Work in partnership with Reentry Resource Center staff and Reentry Network of providers to create a monthly client list;
- Maintain a weekly, written and electronic individualized file on each parent/caregiver, document parent/caregiver progress within assigned service/program and notify County staff of progress and/or challenges encountered within assigned service/program;
- Collect, enter and track data for all clients and scheduled activities in internal and external databases (i.e. ORS Referral Tracking System) on a weekly basis;
- Conduct a Pre/Post Questionnaire to program participants;
- Provide training and technical assistance to internal and external partners;
- Participate in trainings as required by the County;

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- Prepare and review reports and research relating to departmental and organizational activities;
- Implement specific aspects of projects/departmental work and manage projects as assigned;
- Represent FIRST 5 in meetings and attend quarterly contractor meeting as scheduled by the County staff;
- Develop and deliver speeches/presentations to promote FIRST 5 information at meetings/events, exchange ideas and accomplish objectives;
- Participate in integrated planning, implementation and continuous improvement efforts within and across departments;
- Establish collaborative, effective working relationships with all internal team members and external partners;
- Foster and promote a positive work environment;
- Demonstrate skills and attitudes that foster a culture of leadership, innovation, accountability, excellent service, and continuous improvement within FIRST 5;
- Communicate FIRST 5's strategic direction, investments and impacts to all internal team members and external partners;
- Maintain knowledge of current research and best practices to support the implementation of FIRST 5's strategic plan;
- Provide excellent service to internal and external customers; and
- Perform other tasks as required.

### Required Knowledge, Skills and Abilities

#### General Knowledge of:

- Early childhood health and wellness, promotion, prevention and early intervention;
- Reflective practice;
- Diverse ethnic, social and economic communities;
- Program planning, development, implementation, data collection, evaluation and reporting;
- Strategic planning;
- Facilitation of meetings and trainings;
- Effective adult-learning methods;
- Teamwork and interagency collaboration;
- Computer programs, e.g., Word, Outlook, Power Point, Excel, etc.; and
- Community programs, services and other resources.

#### Ability to:

- Effectively support previously incarcerated parents/caregivers;
- Ability to establish and maintain personal and programmatic boundaries while providing supportive services;
- Collect and enter program data;
- Communicate effectively both verbally and in writing;
- Plan, organize and evaluate programs and services;
- Be an effective member of a team;
- Maintain stability and leadership in a rapidly changing environment;
- Work effectively as a leader of a team internally and externally;
- Speak effectively in public;
- Prepare and review reports;
- Develop and recommend effective courses of action;
- Establish and maintain program objectives, priorities and policies;
- Prioritize, balance and organize multiple tasks; and
- Be professional, trustworthy, and respectful of others and display a positive attitude.

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### Core Competencies:

- Maintains standards of confidentiality and a strong commitment to ethical practice;
- Demonstrates safe work practices and exhibits understanding of emergency response techniques appropriate to position;
- Excellent customer service skills;
- Maintains positive work relationships in a respectful and collaborative manner;
- Maintains good communication with others to ensure that others have necessary information;
- Actively works toward organizational improvement and professional growth;
- Actively promotes FIRST 5 Core Values;
- Display significant initiative and the ability to work independently;
- Creative and adept at problem solving and project management;
- Professional, personable, customer-service oriented and possess excellent communication skills;
- Excellent social, interpersonal, oral and written communications skills;
- Detail-oriented with time management skills; and
- Ability to resolve problems, exercise independent judgment and identify emerging needs.

### Educational and Work Experience Requirements

- Bachelor's degree preferred in public health, social work, counseling, early childhood development, or a related field to serving families with children under age 5, or have five or more years of equivalent knowledge and experience; and
- Be a mandated reporter
- Bilingual, Spanish

### Work Environment

- Direct services will be provided primarily at the Santa Clara County Reentry Resource Center, the Family Resource Centers and other locations as appropriate.
- Must be able to report to service site on a regular and reliable basis;
- Some travel, primarily within the County and State to attend various meetings;
- Fast paced, diverse and dynamic environment;
- The work is sometimes physical, requiring setting up for meetings which may require lifting (up to 25 pounds) or carrying cumbersome materials, e.g., easels, flip charts, refreshments, brochures, etc.;
- Will require working some evenings and weekends; and
- Be in possession of a valid California Driver's License and a reliable means of transportation.

### Term

This is a full-time position; exempt with benefits.



### Job Requisition

Job Title	Family Support Program Specialist	Job Classification	
Department	Family Strengthening & Support	Funding Source	Community Investments
Type of Request			
Check here	Action requested		
	<ul style="list-style-type: none"> <li>Replace Vacated Job</li> </ul>	Will this require a reclassification? Date job to be vacated?	___ Yes ___ No
X	<ul style="list-style-type: none"> <li>New Position</li> <li>Title Change</li> </ul>		
For New Positions and Reclassification			
X	<ul style="list-style-type: none"> <li>Memo attached indicating how the changes will assist in achieving organization goals &amp; objectives</li> </ul>		
X	<ul style="list-style-type: none"> <li>Job Description Draft attached</li> </ul>		
HR Only	FLSA Status ___ Exempt ___ Non-exempt Classification Title Approved _____ Salary Range _____ - _____ - _____		
Approvals	When Required	Signature	Date
<ul style="list-style-type: none"> <li>Hiring Director</li> </ul>	All positions	<i>Zulema Inai</i>	
<ul style="list-style-type: none"> <li>Deputy Chief</li> </ul>	For Department Positions	<i>Keith Morales</i>	
<ul style="list-style-type: none"> <li>Chief Program Officer</li> </ul>	For Program Positions	<i>Melanie Davalo</i>	
<ul style="list-style-type: none"> <li>Chief Of Finance and Administration</li> </ul>	All positions	<i>Jaime House</i>	8/1/2020
<ul style="list-style-type: none"> <li>Chief Executive Officer</li> </ul>	All positions		

**Desired Time Line**

Post Position by (date) \_\_\_\_\_ August 3, 2020

Post to these additional sites or places \_\_\_\_\_

Interview Period (please give specific dates) Starting August 17<sup>th</sup>

Who will be on your interview panel? Jaime Alvarado, Jonathan Velazquez, Zulema Inai

Do you need an assessment interview? \_\_\_ Writing \_\_\_ Data Entry \_\_\_ Other: \_\_\_\_\_

Desired Hire Date no later than \_\_\_ September 1, 2020

*Return completed form to Human Resources for processing*