



Job Title:	Program Coordinator ECDSS
Staff Category:	Full-Time
Department:	EPC200
Reports to:	Director of Parenting
Supervises:	N/A
FLSA Classification:	Non-Exempt
Effective Date:	9/30/2025

Position Summary:

This human services position is office-based and will work closely with Erie County Department of Social Services (ECDSS) Case workers to receive referrals for individuals mandated to attend parenting education through EPIC. The Coordinator will enroll participants in the FIT (Families in Transition) workshops, and serve as an accountability coach working with participants to prepare them for the sessions, ensure their attendance, and be in the class as an observer to create billable notes regarding the referred parent/guardian/caregiver. The Coordinator follows up individually, by video or office visit, to recap the class, discuss how learnings from the class will be implemented, and additional role-playing of the parenting strategies learned.

Essential Functions:

Work directly with Erie County Department of Social Services to obtain referrals and promote parent training opportunities. Cultivate relationships with Child Protective Services (CPS) and Children's Services (CS) to increase referrals. Cultivate independent community outreach to source referrals.

- Enroll referred participants to appropriate parenting education groups.
- Work very closely with internal FIT Coordinator to organize materials/paperwork.
- Guide participants in EPIC programs which include conducting initial conversation, communicating program content and dates, sending parenting materials to participants, reminders of workshop dates/times.
- Attend workshops as an observer and monitor participants in EPIC programs.
- Ensure completion of required case paperwork.
- Enter case notes and record service-related tasks daily.
- Provide weekly follow up and one on one support and parent coaching after each discussion group.
- Serve as back-up FIT Facilitator on an as needed basis (training provided).
- Work with ECDSS Caseworker to maintain reporting requirements, data entry, evaluation forms, and other contract requirements.

- Review assessments and refer parents to appropriate EPIC programming and other resources as needed.
- Communicate with supervising director to maintain dignity and safety of participants, facilitators and staff.
- Other relevant duties as assigned by management.

Administrative functions:

- Maintain reporting requirements, data entry, evaluation forms, and other contract requirements through ECDSS Connections online system.
- Report participant attendance to inquiring sites ensuring a valid release of information form is on file.
- Prepare billing for finance as required.
- Complete quarterly stakeholder reporting.
- Work with Finance department on policies and procedures.
- Ensure accurate data collection and data entry of participant information.
- Completion of appropriate paperwork for tracking and recordkeeping.

Knowledge, Skills and Abilities:

- Strong personal initiative to motivate participants.
- Strong communication skills to convey neutrality and supportiveness.
- Strong attention to detail, organizational skills to ensure participants' attendance.
- Strong ability to multitask and meet deadlines.
- Confidence speaking during needs assessment consultations and in group settings.
- Effectively build and maintain external and internal relationships and provide a high level of service.
- Ability to work within a team structure as well as independently.
- Competency working with diverse cultural and ethnic populations.
- Ability to interact with participants using a strengths-based approach.
- Demonstrated capability to conduct oneself in a calm and professional demeanor when dealing with people and/or with difficult situations.
- Ability to always maintain participant confidentiality.
- Comfortable working with at risk participants, including those with mental health diagnosis.
- Actively contributes to a positive work culture.

Education and Experience:

- Associate's degree in a related field and a minimum of three (3) to five (5) years' relevant experience or Bachelor's degree in a related field and a minimum of two (2) years' relevant experience or Master's Degree and one (1) year's relevant experience in Human Services. Prior experience as a trainer or teacher is valuable.

- Case management and systems navigation experience.
- Experience connecting people in need to resources (food, shelter, transportation).
- Computer skills including proficiency in Microsoft Word and Excel.
- Database experience, Salesforce experience preferred (will train).
- Experience working with ECDSS and Connections systems helpful (will train).
- Mandated Reporter Certification (EPIC will provide).

Physical Requirements/Working Conditions:

The physical demands described represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Mainly weekdays but must have the flexibility to work schedule that is accommodating to participants, which includes some evenings and weekends.
- Must have a suitable remote/work space to attend and/or facilitate virtual workshop.
- While performing the duties of this job, the employee is regularly required to stand, walk, and sit for long periods of time.
- The employee is required to regularly reach with arms and hands; use hands to handle. Hands and fingers frequently perform repetitive motion including typing/keying.
- Occasionally the employee will lift and/or move up to 50 pounds.
- This job requires close vision, peripheral vision, depth perception and the ability to adjust focus.
- Employees are required to regularly talk and hear.
- Must have reliable transportation.

*I have reviewed and understood the job description and believe it to be accurate and complete.
I understand that EPIC retains the right to change the Job Description as it deems necessary.
I will follow and adhere to my Job Description to the best of my ability.*

Employee Name

Date