Forsyth Families Strong Family Support Coordinator

Smart Start of Forsyth County

Job Title	Forsyth Families Strong Family Support Coordinator
Department	Strategic Impact and Innovation
Reports To	Director of Development & Community Engagement (Project Director, Forsyth Families Strong)
Direct Reports	N/A
FLSA Status	Exempt, Full-Time
Effective Date	July 2026
Compensation	$55,000 - $65,000 annually

OVERVIEW & POSITION SUMMARY

Smart Start of Forsyth County (SSFC), founded in 1994, has supported Forsyth County's early care and education infrastructure for 30+ years, funding ~17 programs annually and serving 20,000+ children and families.

The Family Support Coordinator is an exempt, full-time position reporting to the Director of Development & Community Engagement, who serves as Project Director for Forsyth Families Strong (FFS) — a prevention-focused family support initiative funded by NCDHHS DSS. Per the FFS grant application, this position manages day-to-day operations, including recruitment, intake, scheduling, coordination with MALE and FEL, facilitation, attendance tracking, follow-up, and the distribution of concrete supports. The Family Support Coordinator receives oversight and staff supervision from the Project Director covering fidelity and compliance checklists, attendance patterns, participant feedback, professional accountability and professional development.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Lead recruitment, intake, enrollment, and scheduling across all seven annual cohorts (approximately 12–14 families each).
- Coordinate with SSFC's MALE and FEL staff to co-facilitate Incredible Years® Preschool BASIC and Triple P Level 4 Group/Level 3 Primary Care sessions.
- Track attendance and maintain case notes and referral records per requirements.
- Conduct participant follow-up at 2–4 weeks and three months post-completion, and at six months when feasible.
- Screen families for basic needs and coordinate distribution of concrete support, connecting participants to housing, food, transportation, behavioral health, and other resources.
- Lead outreach and recruitment in target zip codes; build relationships with childcare providers, NC Pre-K, Head Start, DSS, health providers, and faith communities.
- Collaborate with the Data and Evaluation Director on data collection and quarterly reporting per requirements.
- Participate in consultation calls, groups, fidelity monitoring, and Incredible Years/Triple P certification activities.
- Support Parent Advisory Group meetings and participate in feedback processes.
- Receive weekly supervision from the Project Director covering fidelity checklists, attendance patterns, participant feedback, and professional development.
- Participate in monthly cross-departmental meetings reviewing program data and continuous quality improvement adjustments, joining quarterly sessions with parent representatives to share feedback.

QUALIFICATIONS & REQUIREMENTS

- Master of Social Work (MSW) or Counseling preferred; or Bachelor's degree in social work, human services, family studies, psychology, or a related field with a minimum of five (5) years of progressive experience in family support, parent education, case management, or community-based human services instead of the MSW.
- Experience working with families impacted by poverty, trauma, housing instability, domestic violence, or behavioral health challenges.
- Knowledge of trauma-informed practice, protective factors, and strength-based family engagement; familiarity with evidence-based parenting programs (Incredible Years, Triple P, or similar), DSS, and community referral networks.
- Strong organizational, documentation, and data management skills; proficient in Microsoft Office Suite and data entry/database systems; bilingual English/Spanish preferred.

- Ability to work flexible hours, including evenings/weekends; valid NC driver's license and reliable transportation, with ability to travel locally throughout Forsyth County.
- Primarily sedentary work with periodic standing, walking, and light lifting for group facilitation and outreach; visual acuity to operate a computer terminal and read extensively.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change at any time, with or without notice.

I have read and understand the Forsyth Families Strong Family Support Coordinator job description as described:

Employee's Name (print or type)	

Employee's Signature	Date

Supervisor's Signature	Date

Description Approved by: Louis Finney, President/CEO	Date Approved:

Reviewed by HR:	Date Reviewed:

SSFC ensures that employment decisions are based on qualifications, merit, and business needs, and does not discriminate based on race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.