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Job Posting

Bilingual Client Coordinator

Organization Overview

The mission of Family Tree is to partner with all people to prevent and overcome the interconnected issues of child abuse, domestic violence and homelessness to promote safety, healing and stability across generations.

As a long standing non-profit human services agency, we are committed to empowering change and transforming the lives of vulnerable populations in our community. We aim to recruit and retain high-quality and diverse team members who share in our commitment and vision to empower people and transform our community through innovative and integrated services. We are also committed to investing in our team i.e., strive to pay a fair wages, offer competitive benefits, provide generous sick and vacation time, offer staff development along with believing each employee's unique qualities and experiences are the core of the organization.

Family Tree strives to value and uplift diverse and marginalized voices, to recognize and address the ways in which oppression impacts the communities with which we work, and to promote inclusion and equity.

Job Summary and Responsibilities

This bilingual position reports to the Program Director of Family Tree's Parenting Time Program. This position is responsible for scheduling visits with families to include oversight of the schedule for staff, relief, volunteers and interns. The Bilingual Client Coordinator works with families on an ongoing basis to ensure that court orders regarding visitations are followed. This position will also provide intakes and supervised visitations for Spanish speaking families as needed.

Example Activities

- Schedule parenting time for parents and children efficiently to maximize use of available visit space as well as available staff, volunteers, interns and relief.
- Provide communication with other professionals involved with clients as requested and as authorized.
- Ensure quality program services through monitoring client files, assisting with collecting program data and measuring program outcomes.
- Assist with other parenting time duties such as billing, intakes and supervising visits/exchanges as requested.
- Provide intakes and supervised visitations as the primary provider for Spanish speaking families.
- Communicate daily with other team members on the status of client visitations and exchanges.
- Return phone calls within 48 hours to other professionals involved on cases, such as CFIs, guardian ad litem and therapists, maintaining proper professional etiquette concerning ex parte communication guidelines, and confirming client release of information practices
- Return phone calls and emails to clients within 48 hours
- Promptly document all services
- Provide support for staff, volunteers and interns as needed, and acting as contact person for problem-solving in Director's absence
- Communicate frequently with the Program Director regarding client, program, and

EMPOWERING CHANGE. TRANSFORMING LIVES.

administrative issues

Required Skills

- Must have fluent bilingual (English/Spanish) oral and written skills.
- Ability to work from a strengths-based, client-centered, and inclusive approach
- Multilingual skills preferred, but not required
- Ability to build relationships with under-resourced, at-risk families
- Ability to build positive relationships with clients, community, and team
- Ability to think critically and make difficult decisions
- Ability to learn quickly, attend to details, and adapt well to change.
- Ability to supervise visits between non-residential parents and their child(ren).
- Ability to use de-escalation techniques.
- Excellent verbal and written communication skills to include the ability to have difficult conversations with all populations, including persons in crisis.
- High level of computer competency to include Word, Outlook and Salesforce or other web-based database system.

Preferred Education and Experience

- Lived experience and/or professional experience working with vulnerable populations preferred
- A Bachelor's Degree in Social Work or related field is preferred with at least one year experience working with families involved in child custody disputes, domestic violence, mental health issues, substance abuse issues or equivalent combination of training and work experience.
- Knowledgeable about community resources, dynamics of domestic violence, high-conflict divorce, mental health and substance abuse, child abuse and neglect, and developmental needs of children.

Job Details

Location: 1777 Kipling Street, Lakewood

Program: Parenting Time Program

Full/Part time Status: Full-time

Hourly Pay Rate: \$22.10-\$26.52 + \$1.50 bilingual differential

The base salary range represents the low and high end of Family Tree's hiring range for this position. Actual salaries will vary depending on factors including but not limited to range of experience, years of experience. The range listed is just one component of Family Tree's total compensation package for employees.

Benefits: Medical, dental, vision, supplemental insurance, retirement plan and retirement plan match, employer paid long-term disability, EAP, wellness program, paid sick and vacation time

Travel Requirements: Occasional travel around the Denver Metro area to attend off-site meetings.

Schedule: Monday through Friday 12:30-8:30pm. Occasional weekends required

Working Conditions: This position works at the program site. At times there may be the need to move quickly (standing, reaching, bending, or possibly climbing onto a play structure) to provide safety to children.

Equal Opportunities and Accommodations

Family Tree is committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, family status, marital

status, sexual orientation, national origin, genetics, neuro-diversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Family Tree is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact Human Resources at 303-403.5884, or by email at dberridge@thefamilytree.org

Fair Chance Hiring

We value diverse experiences, including those who have had prior contact with the criminal legal system. We are committed to providing individuals with criminal records a fair chance at employment.

For more information about Family Tree and other open positions please go to www.thefamilytree.org/careers.

To apply for this position or other positions please send your resume to hrjobs@thefamilytree.org

