

## Action for Children



### Engagement Specialist

#### Who We Are

Action for Children is the local child care resource and referral agency in Central Ohio. Our mission is to transform the lives of children by supporting, empowering, and advocating for the adults who make the biggest impact on children's lives—their parents, caregivers, and teachers.

#### What You'll Do

Action for Children is looking for a creative, energetic individual to work in the Family Asset Building program as an Engagement Specialist. In this role you will support Action for Children's Central Intake program for entry into Help Me Grow and other home visiting programs sponsored by the Ohio Departments of Health and Developmental Disabilities. You will work with parents in determining the appropriate resources and needs for their family and assist them in accessing those resources.

#### Major responsibilities include:

- Processing calls to engage families in home visiting programs: determining program referral eligibility, and assigning referrals to appropriate program services
- Performing live data entry into Early Track and Central Coordination databases with attention to detail to create electronic records
- Answering agency and departmental phone lines; maintaining a consistent positive, helpful attitude
- Providing appropriate information to callers and referring callers to resources as needed
- Following up with referral sources via mail or email as required - Maintaining accurate and complete documentation/records - Scanning and e-mailing completed referrals to appropriate providers
- Supporting parents in accessing community resources
- Attending affiliate meetings, parenting team meetings and All Staff meetings at Action for Children
- Developing reports by using the database as needed

#### Successful candidates will have

- Ability to interact with families of different backgrounds and cultures
- Have strong knowledge about child socio-emotional principles and child development
- Knowledge of local community resources and three years' experience working with economically challenged families and their children in a team setting desired
- Proven ability to maintain timely and accurate records/data for program reporting
- Proficiency with technology (proprietary databases) and experience with Microsoft Office Suite
- Have a valid driver's license, car insurance and access to own transportation

## Action for Children



- Qualified candidates will be self-motivated, creative, flexible, committed to customer service and a team player

### Desired but not Required

- Bachelor's degree in Social Work, Counseling, Education, Business or related field (Preferred)
- Bilingual English/Spanish is a plus

### Why You'll Love To Work at Action for Children

- We offer Medical, Dental, and Vision coverage after 30 days of employment
- We promote a balanced work-life company culture. We offer a generous PTO plan including vacation, sick, and personal time. This includes 9 paid holidays and 4 floating holidays.
- We embrace parenthood with 12 weeks of paid parental leave
- We help you plan for your future by offering a 403(B) with an employer match

### How To Apply

Interested individuals should apply online at:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=5357104d-8378-47c4-8fd9-d75e10e312c8&cclid=19000101\\_000001&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=5357104d-8378-47c4-8fd9-d75e10e312c8&cclid=19000101_000001&lang=en_US)

While we sincerely appreciate all applications, only those candidates selected for an interview will be contacted. Please note, the selected candidate will be required to submit to our background and reference checking process.

Action for Children is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status

\*\*Action for Children has adopted a mandatory COVID-19 vaccination policy for all current and future employees focused on safeguarding the health and safety of our employees and their families; our customers and visitors; and our community. Action for Children is an equal opportunity employer and does allow for accommodations based on medical exemptions and/or sincerely held religious beliefs. \*\*