



DATE ISSUED: 04/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Coordinator, Family Services

JOB SUMMARY

The Family Services Coordinator position provides direction and day-to-day responsibility to the Family Housing component of University Housing including the Clubhouse Children's Recreation Program. Responsibilities include planning and administration of an after-school and summer recreation program for school age children of TWU students along with supervision and training of personnel including Recreation Coordinator, Recreation Leaders and student volunteers, graduate student interns, and practicum students from a variety of academic disciplines across the university. The position has responsibility for all aspects of the Family Housing program in Lowry Woods, works closely with the University Housing residential staff and Student Life staff, as well as faculty and TWU academic departments to provide programs and services for families who live on-campus and students with children. The Family Services Coordinator reports directly to the Associate Director of Residence Life. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of University Housing

Supervises: Recreation Coordinator, and Recreation Leaders, Student Assistants, interns, and volunteers

ESSENTIAL DUTIES - May include, but not limited to the following:

- Directs the daily operation and administration of the Clubhouse program.
- Serves as the day-to-day administrator for the Clubhouse after school and summer recreation program.
- Ensures the Clubhouse meets all required safety, health and fire codes, and that appropriate records are maintained for each participant.
- Directs the promotion and marketing efforts for the Clubhouse program.

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- Supervises the Clubhouse application process, waiting list and fee payment procedures.
- Serves as a liaison between CCS (and other related agencies) and University Housing.
- Ensures that regular maintenance and upkeep of the Clubhouse/Housing van occurs. Coordinate the scheduling of this vehicle for Clubhouse, Housing and Student Life activities.
- Conducts research on various aspects of family housing as identified by the Department and University.
- Assists the Director in preparing reports and other special projects involving families and single parents.
- Ensures compliance with standards and regulations set forth in the Minimum Standards Rules for Licensed Child Care Centers as defined by the Texas Department of Family and Protective Services.
- Hires, trains, evaluates, and supervises staff, including Recreation Coordinator, and Recreation Leaders.
- Maintains daily attendance records and other documentation as required by the State of Texas and Child Care Services (CCS).
- Collects permission slips, waivers, health records, etc., and obtain parent's schedule to enable access in case of emergency.
- Works closely with the appropriate Housing and Facilities Management staff to ensure that regular maintenance and cleaning of the Family Housing apartments, classroom, recreation areas, and vehicles occurs, including the playground equipment.
- Develops and implements program/activity schedules and lesson plans for the Clubhouse program.
- Monitors the Clubhouse budget and inventory of supplies.
- Evaluates the Clubhouse activities monthly during the Fall and Spring semesters and weekly during the summer; providing a monthly report and an annual summary evaluation to the Associate Director for Residence Life.
- Maintains a developmentally sound discipline system for the children's recreation program.
- Maintains proper safety precautions in the center, on playgrounds, and in vehicles used by the center.
- Communicates concerns and any incidents that occur with the children to the appropriate parent(s) on a daily basis and in a timely manner. Maintain proper documentation for any incidents that occur, submits reports to supervisor immediately and takes corrective action and follow up on incidents in a timely manner.
- Advertises and promotes the Clubhouse program and other family programs through written and electronic media.
- Serves as a resource for the department on children's recreational activities and child development.
- Coordinates outreach programs for parents, children, families, or groups of residents, as needed.
- Facilitates mediation of conflicts within the family housing setting.
- Identifies state, local, and university resources that are available to students with families in the form of aid, grants, and scholarships.

- Assists with research on various aspects of family housing and childcare as identified, including the preparation of reports and other special projects involving families and single parents.
- Enhances public relations by representing the Department of University Housing and TWU by interacting with and responding promptly to students, parents, and guests of the University. Represent University Housing at Orientation Sessions, Open Houses, and other Admissions recruitment & retention initiatives, when requested.
- Advances the philosophy of multiculturalism and actively promotes diversity within all components of University Housing.
- Collaborates with Student Life and University colleagues regarding development and implementation of student leadership and programmatic initiatives, along with special events (i.e., Graduation, etc.).
- Attends, participates in, and provides support to all training, in-services, staff retreats, departmental or supervisor staff meetings, and/or University committees or Task Forces as requested.
- Attends professional conferences and workshop as recommended by the supervisor for professional development and/or project assignments.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Bachelor's degree in Child Development/Family Sciences/Elementary Education or a closely related field with a minimum of 12 academic credit hours of Child Development and 6 academic credit hours in Business Management courses required. Master's degree preferred. (Transcripts of all academic coursework are required). Additional job related experience may substitute for some of the required education on a year for year basis.

EXPERIENCE

Two years childcare provider experience with childcare administration experience preferred.

REQUIREMENTS

Meet the State of Texas' Minimum Standards Rules for Child Care Center Director; Meet the State of Texas' Minimum Standards Rules for Child Care Providers; be certified in adult and

child CPR; be certified in First Aid; pass required background security checks; Valid driver's license issued by the State of Texas and a safe driving record such as required to attain Driver's Authorization from the University.

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - *The following are essential:*

- Demonstrated commitment to inclusiveness and diversity.
- Knowledge of good business practices.
- Knowledge of administration, and child care center management experience.
- Supervisory experience and interpersonal and communications skills.
- Knowledge of accreditation/licensing standards of Texas Department of Family and Protective Services.
- Ability to plan for, direct, and evaluate a child care center, effectively using human resources, time, and funds for the accomplishment of university goals.
- Knowledge of standards governing the operation of a child development facility.
- Ability to maintain working relationships with parents, university employees, and the public.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Knowledge of management methods and ability to provide administrative guidance and provide direct training and supervision as needed.
- Ability to apply budgeting and fiscal planning techniques within financial constraints.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Knowledge of the development and skills of young children, including ages 5-12 years.
- Ability to organize and supervise activities for groups of children.
- Ability to communicate effectively, both orally and in writing, in person and by phone.
- Ability to respond to emergency situations in a timely manner.
- Ability to work evenings, weekends and some holiday responsibilities.
- Ability to use a personal computer and other office equipment, including university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.

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