

Grade: 12
Division: Preventive Health Services

BACKGROUND INFORMATION:

The **Birth through Eight Strategy for Tulsa (BEST)** represents an exciting opportunity for Tulsa. BEST is a comprehensive, continuous, and integrated approach that focuses on families to help break the cycle of intergenerational poverty. This strategy knits together programs and services to create a seamless continuum of support. Programs, services, community agencies and philanthropies are partnering with Tulsa’s families to build a cycle of opportunity.

POSITION SUMMARY:

The Family Liaison will play a key role in advancing the goals of BEST and realizing the potential of the strategy for children and families. The Family Liaison will provide personalized, ongoing support to connect families to desired programs and services. Together with other BEST implementing partners, the Family Liaison will impact thousands of children across the county and country, as other communities draw from and replicate the model.

The Family Liaison will provide case management services to families who present at the Parent Resource Center. The Family Liaison will also manage a monthly caseload by contacting pregnant women recently enrolled in SoonerCare to promote awareness of and enrollment in, prenatal and postpartum home visitation services and early childhood programs and services. The Family Liaison will engage with expectant mothers, parents, and other caregivers, develop trusting relationships, and ensure that parents and children are connected to relevant and appropriate resources.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position. The description is not meant to be all-inclusive or prevent other duties from being assigned when necessary:

ESSENTIAL JOB FUNCTIONS (100% of Time):

1. Create a trusting, comfortable, and inclusive environment that fosters partnership and continual engagement with expectant mothers, parents, and other caregivers from all backgrounds through both one-time and ongoing contact.
2. Interview families to identify specific needs and make appropriate social and health related community agency referrals based on program eligibility criteria.
3. Promote and ensure smooth connections, based on the desires and needs of expectant mothers, parents and caregivers, to home visitation and other programs that serve

target populations.

4. Educate expectant mothers, parents, and caregivers about prenatal and postpartum supports, early childhood brain development, as well as strategies, programs and services to support a child's development and success in school.
5. Refer low-income expectant mothers, parents and other caregivers in Tulsa County to medical, education, and social service providers.
6. Support management of community partner relationships by coordinating referrals to outreach programs and identifying new opportunities to partner.
7. Attend regular peer group meetings for networking and information sharing for optimal care management and navigation.
8. Keep current with community resources, relevant training related to early childhood development, protective factors, collective impact, cultural awareness, health related social needs, etc.
9. Serve as a liaison to a variety of community agencies and networks.
10. Assist and collaborate with the Program Manager, Evaluator, and other pertinent staff in regards to evaluation and procedures for case management
11. Coordinate and collaborate with Tulsa Health Department Family Advocates, Community Connector, Tulsa Public Schools, and partners located at The Parent Resource Center
12. Maintain complete and accurate documentation of all activities and reports through computerized entry in accordance with program standard, guidelines and THD requirements.
13. Attend required training in support of duties and responsibilities of this position.
14. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: Bachelor's degree required in social work, public health or other closely related field.

Experience: Previous experience providing case management to low-income families and children, executing referral coordination, and engaging culturally diverse families and children in health and social services.

Knowledge and Skills:

- Knowledge of community/county best practices related to supporting families and children
- Self-motivated and ability to work without close supervision
- Knowledge of community resources and family support services
- Ability to practice cultural humility
- Excellent interpersonal communication skills in order to communicate effectively with peers and

- clients and to maintain productive working relationships with agency partners
- Ability to prepare reports and communicate program goals and activities effectively both orally and in writing
- Skill in operating a personal computer and smart phone applications
- Ability to record case notes in a client management software system
- Bilingual (English/Spanish) preferred

Licenses/Certification:

- Valid Oklahoma driver’s license

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Regular internal contact with various staff to coordinate meetings and facilitate referrals for the target population
- External contact with outside agencies to exchange information in order to build awareness about home visitation and other early childhood programs and services, coordinate referrals, recruit new referral sources, and link clients to appropriate services

PHYSICAL EFFORT:

- Communicate: Frequent phone and in-person communication with Tulsa residents; Must be able to exchange accurate information over the phone, email, use an enterprise SMS text messaging platform, and face to face
- Operate: Constant operation of computer, phones and other office productivity machinery

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision: None

Indirect Supervision: None

Budget/Money/Material: Responsible for assigned equipment

Reports to: Manager, Tulsa Health Department Navigation

WORKING CONDITIONS:

- Must be able to work and record in an area of moderate noise level with frequent distraction

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations
- Must possess ability and willingness to perform job-related travel (e.g., home visits, community events, training, meetings)

FLSA Status: Exempt