

DEPARTMENT: SCHOOLS
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 25, 2025

FAMILY SUPPORT CENTER COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The Family Support Center will provide a community-supported family counseling model to address non-academic barriers to learning for students. The incumbent plans and directs the operational activities of the Family Support Center, including providing initial intake interviews, individual and family mental health counseling, and crisis intervention. The Coordinator is responsible for creating inclusive, equitable services and programs, and promoting a welcoming and safe atmosphere in which unique identities and perspectives are expected, respected, and supported at all levels. Direct supervision is received from a district administrator. Wide leeway is allowed for the exercise of independent judgment in carrying out the details of the work in accordance with rules, policies, and laws. The incumbent may exercise general supervision over assigned clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Oversees and manages all logistical operations of the Family Support Center;
2. Plans, develops, and implements policies, procedures, and objectives for the Center;
3. Supervises clinical work and coordinates clinical consultation if necessary;
4. Prepares and manages the Center's budget and plans strategically to maximize the success of the Center and its clients;
5. Collects data and compiles reports such as caseload statistics and volume and scope of the Center's activity;
6. Leads the Family Support Center Committee and conducts quarterly meetings to report on the Center's progress;
7. Ensures compliance with all legal mandates and ethical codes that govern mental health counseling;
8. Conducts initial evaluations, diagnostic assessment, and delivers counseling services to students and families;
9. Assesses the need for psychological testing and refers for such services as is appropriate to outside community mental health resources;
10. Provides consultation, crisis intervention, and/or therapy to students for mental health issues related to personal and educational concerns;
11. Oversees and acts as liaison for the district's Employee Support Program and sends periodic communications to staff about the program;
12. Supervises and evaluates clerical staff assigned to the Center;
13. Collects, stores, and uses records in accordance with state and federal laws and standards of professional ethics so that the highest level of confidentiality is maintained;
14. Establishes relationships with referral sources and related agencies and makes referrals as needed;
15. Develops and promotes the Center as a district resource by communicating information about services and policies to prospective clients and the district community, conducting outreach programming, and serving as a liaison to faculty, staff, and community resources;
16. Oversees the Multi-Tiered System of Supports—Behavioral/Emotional programs for grades K-12, including data collection and meetings throughout the school year;
17. Engages in community outreach and connects school community to outside resources.

CONTINUED

FAMILY SUPPORT CENTER COORDINATOR CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of regulations, principles, practices and current methods of mental health assessments, counseling, and intervention; good knowledge of techniques used to build strong, trusting relationships with children, youth and community members; working knowledge of techniques involved in creating and nurturing positive relationships with school leadership and staff; working knowledge of techniques to coordinate, promote and organize school, family, and community related programs; good public relations skills; skill in using modern computer software applications such as word processing, spreadsheets, and databases at an acceptable rate of speed and accuracy; ability to research and utilize community resources; ability to work independently; ability to understand and follow detailed verbal and written instructions; ability to direct the work of others; ability to collect data, maintain records, and prepare reports; ability to communicate effectively, both verbally and in writing; ability to effectively interact and communicate with people of varying backgrounds and cultures; ability to maintain strict confidentiality; initiative and dependability; emotional maturity; sound professional judgment; tact and courtesy; compassionate and understanding of the social, personal, and economic difficulties faced by families; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation with a Master's degree in Social Work, Counseling, or Psychology **and** two (2) years of satisfactory paid human services and/or counseling experience.

SPECIAL REQUIREMENTS: Possession of one of the following at time of appointment and for the duration of employment: current New York State license, provisional license, or limited permit as a Master of Social Work, Mental Health Counselor, or Psychologist, or Psychoanalyst;

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.