



The Centers for Exceptional Children
2315 Coliseum Drive
Winston-Salem, North Carolina 27106
www.thecfec.org
(336)727-2440



Family Support Network
of Greater Forsyth
4505 Shattalon Drive
Winston-Salem, NC 27106
www.fsngreaterforsyth.com
(336) 703 – 4289

Family Support Coordinator (NICU)
FAMILY SUPPORT NETWORK OF GREATER FORSYTH
AN OUTREACH PROGRAM OF
THE CENTERS FOR EXCEPTIONAL CHILDREN

Family Support Network (FSN) of Greater Forsyth

The Family Support Network of Greater Forsyth strives to strengthen families and to enhance the lives of children with special needs by providing support, education and caring connections to families. The staff is uniquely qualified to help other families, many of them being parents of children with special needs themselves.

Job Description

The Family Support Coordinator is responsible for providing one-on-one support to families/caregivers of children with special medical or developmental needs, assisting families in accessing community resources, and planning/implementing outreach activities. This position requires caregiver experience with children who have special needs, and knowledge of the emotional needs of parents/families with critically ill children especially those who have children in the Neonatal Intensive Care Units. Hours vary with some evening and weekend hours required and some services being provided in the hospital setting.

Knowledge, skills and abilities required:

- High School diploma or equivalent; preference given to candidates with formal training in Child Development, Human Services or related field
- 3+ years of personal caregiver experience or work with families who have children with special needs
- Basic knowledge of children with special needs
- Knowledge of the emotional needs of parents with critically ill children
- Knowledge of community resources for families with children with special needs
- Superior verbal and written communication skills
- Proficient computer and typing skills
- Adherence to program guidelines in providing support and resources to families
- Ability to work during scheduled day hours and some evening hours
- Strong interpersonal skills
- Works cooperatively and collaboratively with others
- Demonstrates strong organizational and time management skills
- Has the ability to multi-task, managing and completing multiple projects in various phases
- Is dependable with attention to details and follow-through

Responsibilities Include:

- Provide one-on-one support to parents of children with special needs in and outside of the hospital setting
- Assist families in accessing community resources using program guidelines
- Maintain documentation of services provided
- Planning and implementing outreach/support activities
- Perform other job related duties as assigned

Working conditions and physical effort:

- Primary work location: The Special Children's School, 4505 Shattalon Drive, Winston-Salem, NC 27106
- Work is normally performed in an interior work environment that does not subject the employee to any unpleasant elements
- Minimal to moderate physical effort. Requires sitting, standing and walking. Occasional lifting of equipment
- Requires dexterity for typing
- Requires occasional travel to and from agencies and/or homes

Reports to:

The Family Support Coordinator reports to the Director of the Family Support Network of Greater Forsyth with accountability for outcomes also to The Centers for Exceptional Children's Executive Director and Board of Directors.

Salary: \$15.00 per hour; 25 hours per week

Benefits: Mileage

Contact: Chris Gentry, Director
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