

**JOB PROFILE  
OF**

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**FAMILY RESOURCE AND YOUTH SERVICES CENTERS  
COORDINATOR**

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PREPARED FOR

**THE KENTUCKY DIVISION OF FAMILY RESOURCE  
AND YOUTH SERVICES CENTERS**

BY  
THE FACILITATION CENTER AT ECU

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2006

# FAMILY RESOURCE AND YOUTH SERVICES CENTERS COORDINATOR JOB PROFILE

## KNOWLEDGE

*Knowledge of:*

- Administration
- Advocacy
- Budget and Finances
- Community / Cultural Awareness
- Community Resources and Development
- Education System
- Family Dynamics
- Grant Research and Writing
- Human Development
- KRS and Related Regulations  
(confidentiality)
- KY Core Content
- Marketing Strategies
- Technology

## SKILLS

*Skills in:*

- Administrative
- Assessment and Evaluation
- Collaboration
- Communication – Oral and Written
- Computer
- Conflict Management / Resolution
- Leadership
- Listening
- Meeting Management
- Motivational
- Multi-Tasking
- Negotiation
- Networking
- Organizational
- Presentation
- Problem Solving
- Stress Management
- Time Management

## TRAITS

- Assertive
- Compassionate
- Creative
- Diplomatic
- Empathetic
- Flexible
- Honest
- Non-Judgmental
- Objective
- Organized
- Outgoing
- Personable
- Resourceful
- Respectful
- Responsible
- Self-Motivated
- Sense of Humor
- Sensitive
- Stamina
- Tactful
- Tenacious / Persistent
- Versatile

## FAMILY RESOURCE AND YOUTH SERVICES CENTERS COORDINATOR PANEL MEMBERS

**SEPTEMBER 13, 2006**

**Stephen Bradley**

Region 1 – Paducah Independent

**Karen Smiley**

Region 3 – Jefferson County

**Nancy McKnight**

Region 4 – Bullitt County

**Robyn Moreland**

Region 5 – Madison County

**Julie Goodan**

Region 6 – Somerset Independent

**Darinda Ramey-Marriner**

Region 7 – Rowan County

**Lesley Horton**

Region 8 – Leslie County

**Gordon Pope**

Region 9 – Rockcastle County

**T.C. Johnson**

Region 10 – Fayette County



<http://dacum.eku.edu/>

For additional information on the  
KY Division of Family Resource  
and Youth Services Centers visit:

<http://chfs.ky.gov/dhss/frysc>



# FAMILY RESOURCE AND YOUTH SERVICES CENTERS COORDINATOR JOB PROFILE

*A Family Resource and / or Youth Service Center Coordinator refers, provides, and facilitates services for individuals and families through collaboration and coordination to enhance students' ability to succeed in school and successfully transition into adulthood.*

**DUTIES**

**TASKS**

|          |                                      |   |   |   |   |  |   |   |   |  |   |
|----------|--------------------------------------|---|---|---|---|--|---|---|---|--|---|
| <b>A</b> | <b>ENSURE PROGRAM COMPLIANCE</b>     | <b>A-1</b><br>Administer funding allocations                | <b>A-2</b><br>Administer components work plan       | <b>A-3</b><br>Maintain required records                                       | <b>A-4</b><br>Recruit Advisory Council members and volunteers                                   | <b>A-5</b><br>Facilitate Advisory Council meetings | <b>A-6</b><br>Compile required reports                  | <b>A-7</b><br>Attend mandatory meetings | <b>A-8</b><br>Supervise center staff      | <b>A-9</b><br>Provide staff / volunteer training | <b>A-10</b><br>Coordinate volunteer tasks |
| <b>B</b> | <b>COORDINATE CENTER PROGRAMS</b>    | <b>B-1</b><br>Conduct needs assessments                     | <b>B-2</b><br>Review relevant data                  | <b>B-3</b><br>Establish measurable goals and objectives                       | <b>B-4</b><br>Identify community resources  | <b>B-5</b><br>Design new programs                  | <b>B-6</b><br>Implement programs                        | <b>B-7</b><br>Evaluate program outcomes | <b>B-8</b><br>Obtain resources for center |  |   |
| <b>C</b> | <b>SUPPORT STUDENTS AND FAMILIES</b> | <b>C-1</b><br>Identify student / family needs and strengths | <b>C-2</b><br>Facilitate student / family goals     | <b>C-3</b><br>Provide student / family with resources                         | <b>C-4</b><br>Provide follow-up services (if needed)  | <b>C-5</b><br>Evaluate service outcomes            |   |   |   |  |   |
| <b>D</b> | <b>BUILD COMMUNITY RELATIONSHIPS</b> | <b>D-1</b><br>Identify existing resources                   | <b>D-2</b><br>Establish collaborative relationships | <b>D-3</b><br>Develop interagency agreements                                  | <b>D-4</b><br>Participate in local, regional, and state committees, boards, and advisory groups | <b>D-5</b><br>Support community programs           | <b>D-6</b><br>Network with family support organizations |   |   |  |   |
| <b>E</b> | <b>PROMOTE CENTER AWARENESS</b>      | <b>E-1</b><br>Develop program / center publications         | <b>E-2</b><br>Media and technology                  | <b>E-3</b><br>Disseminate resource information to home, school, and community | <b>E-4</b><br>Present at community functions  | <b>E-5</b><br>Participate in school functions      |   |   |   |  |   |

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# FAMILY RESOURCE AND YOUTH SERVICES CENTERS COORDINATOR JOB PROFILE

## KNOWLEDGE

*Knowledge of:*

- Administration
- Advocacy
- Budget and Finances (NW-3)
- Community / Cultural Awareness
- Community Resources and Development
- Education System
- Family Dynamics (NW-1)
- Grant Research and Writing (VW-6)
- Human Development
- KRS and Related Regulations (confidentiality)
- KY Core Content (NW-1, VW-3)
- Marketing Strategies (VW-1)
- Technology

## SKILLS

*Skills in:*

- Administrative (NW-6, VW-2)
- Assessment and Evaluation
- Collaboration
- Communication – Oral and Written
- Computer (VW-1)
- Conflict Management / Resolution
- Leadership
- Listening
- Meeting Management
- Motivational
- Multi-Tasking (NW-4)
- Negotiation
- Networking (NW-1)
- Organizational
- Presentation
- Problem Solving
- Stress Management (NW-1, VW-2)
- Time Management (NW-1, VW-1)

## TRAITS

- Assertive
- Compassionate
- Creative
- Diplomatic
- Empathetic
- Flexible
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*A Family Resource and / or Youth Service Center Coordinator refers, provides, and facilitates services for individuals and families through collaboration and coordination to enhance students' ability to succeed in school and successfully transition into adulthood.*

## DUTIES

## TASKS

|          |                                      |  |   |  |   |   |  |  |  |  |   |
|----------|--------------------------------------|--|---|--|---|---|--|--|--|--|---|
| <b>A</b> | <b>ENSURE PROGRAM COMPLIANCE</b>     | <b>A-1</b><br>Administer funding allocations<br><br>C-8<br>NW-8                | <b>A-2</b><br>Administer components work plan<br><br>C-8<br>F-7<br>NW-8       | <b>A-3</b><br>Maintain required records<br><br>C-3<br>F-6<br>NW-6                        | <b>A-4</b><br>Recruit Advisory Council members and volunteers<br><br>C-8<br>F-7<br>NW-8                     | <b>A-5</b><br>Facilitate Advisory Council meetings<br><br>C-2<br>NW-5 | <b>A-6</b><br>Compile required reports<br><br>C-3<br>NW-2          | <b>A-7</b><br>Attend mandatory meetings<br><br>F-4                 | <b>A-8</b><br>Supervise center staff<br><br>VW-1                     | <b>A-9</b><br>Provide staff / volunteer training<br><br>VW-2 | <b>A-10</b><br>Coordinate volunteer tasks<br><br>VW-2 |
| <b>B</b> | <b>COORDINATE CENTER PROGRAMS</b>    | <b>B-1</b><br>Conduct needs assessments<br><br>C-1<br>VW-1                     | <b>B-2</b><br>Review relevant data<br><br>C-1<br>VW-1                         | <b>B-3</b><br>Establish measurable goals and objectives<br><br>NW-3                      | <b>B-4</b><br>Identify community resources<br><br>NW-3  | <b>B-5</b><br>Design new programs<br><br>C-1<br>F-4<br>NW-4           | <b>B-6</b><br>Implement programs<br><br>F-6<br>VW-3                | <b>B-7</b><br>Evaluate program outcomes<br><br>C-2<br>NW-1<br>VW-6 | <b>B-8</b><br>Obtain resources for center<br><br>F-1<br>NW-1<br>VW-7 |  |   |
| <b>C</b> | <b>SUPPORT STUDENTS AND FAMILIES</b> | <b>C-1</b><br>Identify student / family needs and strengths<br><br>F-1<br>NW-1 | <b>C-2</b><br>Facilitate student / family goals<br><br>F-1<br>NW-1            | <b>C-3</b><br>Provide student / family with resources<br><br>C-8<br>F-6<br>NW-3          | <b>C-4</b><br>Provide follow-up services (if needed)<br><br>C-8<br>F-6<br>NW-3                              | <b>C-5</b><br>Evaluate service outcomes<br><br>C-8<br>F-6<br>NW-3     |  |  |  |  |   |
| <b>D</b> | <b>BUILD COMMUNITY RELATIONSHIPS</b> | <b>D-1</b><br>Identify existing resources<br><br>NW-1                          | <b>D-2</b><br>Establish collaborative relationships<br><br>C-4<br>F-5<br>NW-3 | <b>D-3</b><br>Develop interagency agreements<br><br>F-1                                  | <b>D-4</b><br>Participate in local, regional, and state committees, boards, and advisory groups<br><br>NW-1 | <b>D-5</b><br>Support community programs<br><br>C-1                   | <b>D-6</b><br>Network with family support organizations<br><br>C-1 |  |  |  |   |
| <b>E</b> | <b>PROMOTE CENTER AWARENESS</b>      | <b>E-1</b><br>Develop program / center publications<br><br>VW-7                | <b>E-2</b><br>Media and technology<br><br>VW-7                                | <b>E-3</b><br>Disseminate resource information to home, school, and community<br><br>C-1 | <b>E-4</b><br>Present at community functions<br><br>C-1   | <b>E-5</b><br>Participate in school functions<br><br>C-2<br>F-4       |  |  |  |  |   |

**Legend**

C = Criticality

F = Frequency

NW = Training Needs of New Workers

VW = Training Needs of Veteran Workers

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N = 9 Participants

## FAMILY RESOURCE AND YOUTH SERVICES CENTERS (FRYSC) COORDINATORS TOP TRAINING TASKS FOR NEW AND VETERAN WORKERS

The following three charts (tasks, knowledge and skills) represent the top training needs of new and veteran workers. Figure 1 provides a comparison of the leading training tasks for new and veteran workers. The tasks were ranked by a focus group of Family Resource and Youth Services Centers Coordinators. Tasks identified as important for both new and veteran workers appear in **BOLD**. The alpha-numerical code corresponds with tasks on the DACUM job profile for Family Resource and Youth Services Centers Coordinators.

The “composite” score is the sum of the number of responses for each task regarding criticality, frequency, and new worker or veteran worker training needs.

**Figure 1**

*Top Tasks for New Workers*

| Task # | Task Name                                       | Composite Score |
|--------|---|-----------------|
| A-2    | Administer components work plan                 | 23              |
| A-4    | Recruit Advisory Council members and volunteers | 23              |
| A-1    | Administer funding allocations                  | 16              |
| A-3    | Maintain required records                       | 15              |
| C-3    | Provide student / family with resources         | 12              |
| D-2    | Establish collaborative relationships           | 12              |
| B-5    | Design new programs                             | 9               |
| E-5    | Participate in school functions                 | 6               |
| B-6    | Implement programs                              | 6               |
| A-5    | Facilitate Advisory Council meetings            | 5               |
| A-6    | Compile required reports                        | 5               |
| A-7    | Attend mandatory meetings                       | 4               |
| B-7    | Evaluate program outcomes                       | 4               |

*Top Tasks for Veteran Workers*

| Task # | Task Name                                       | Composite Score |
|--------|---|-----------------|
| A-2    | Administer components work plan                 | 15              |
| A-4    | Recruit Advisory Council members and volunteers | 15              |
| C-3    | Provide student / family with resources         | 14              |
| A-3    | Maintain required records                       | 9               |
| D-2    | Establish collaborative relationships           | 9               |
| A-1    | Administer funding allocations                  | 8               |
| B-7    | Evaluate program outcomes                       | 8               |
| B-8    | Obtain resources for center                     | 8               |
| E-2    | Media and technology                            | 7               |
| B-6    | Implement programs                              | 6               |
| E-5    | Participate in functions                        | 6               |
| B-5    | Design new programs                             | 5               |
| A-7    | Attend mandatory meetings                       | 4               |

The knowledge and skills areas identified as training needs for new and veteran workers were:

**Figure 2**

*Knowledge for New Workers*

| <b>Knowledge</b>    | <b>Composite Score</b> |
|---------------------|------------------------|
| Budget and Finances | 3                      |
|                     |                        |

*Knowledge for Veteran Workers*

| <b>Knowledge</b>           | <b>Composite Score</b> |
|----------------------------|------------------------|
| Grant Research and Writing | 6                      |
| Kentucky Core Content      | 3                      |

*Skills for New Workers*

| <b>Knowledge</b>      | <b>Composite Score</b> |
|-----------------------|------------------------|
| <b>Administrative</b> | <b>6</b>               |
| Multi-Tasking         | 4                      |

*Skills for Veteran Workers*

| <b>Knowledge</b>      | <b>Composite Score</b> |
|-----------------------|------------------------|
| <b>Administrative</b> | <b>2</b>               |
| Stress Management     | 2                      |