



The Family Center of Happy Valley

Serving the families of Happy Valley since 1985

Positive Parenting in Falls River County

Timeline/Schedule and Scope of Work

Positive Parenting is staffed by Mimi Glossop, Director of Programs; Linda Keene, Parent Educator; Rose Gillray, Community Relations Coordinator; Polly Parrish, Parent Education Coordinator; and Ann Lowell and Amanda Cooper, the two group facilitators for the Monday evening Children's Class.

Program Schedule

The project start date is July 1, 2019 and the end date is June 30, 2020.

Positive Parenting operates throughout the year and parents can begin the program at any time. The only time classes are not offered is when they fall on major holidays or need to be postponed due to weather.

Classes for parents referred by the Department of Children's Services (DCS), courts, probation officers and others, as well as for the general community, are offered in three locations:

- The Family Center of Happy Valley office
- Springhouse Ministries
- YMCA
- Classes for soon-to-be-released incarcerated parents

Scope of Work and Program Activities

- Referrals and Community Awareness:
 - Work with community partners/referral sources to make sure class schedules are meeting the needs of the community
 - Update Family Center web page with program information and class schedules
 - Maintain contact information of local stakeholders and send out periodic notices by mail and e-mail
- Enrollment Activities
 - Enroll new parents throughout the year
 - Have parents fill out intake forms
- Class Activities
 - Collect attendance data at each class
 - Administer the Adult Adolescent Parenting Inventory (AAPI-2) as a pre- and post-test
 - Distribute Client Satisfaction Surveys at graduation
- Monitoring Activities
 - Record attendance, AAPI-2 scores and survey results in database; compile and analyze results; track trends
 - Provide parents with completion certification and other documentation as needed
 - Submit CDBG reports as required



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October 25, 2019

To Whom It May Concern:

I am writing this letter to update you on our staffing for activities covered in our CDBG grant.

Our CDBG grant is for our Positive Parenting program. Specifically, funds pay for the parent educator who teaches our Positive Parenting classes each week.

Linda Keene, who has filled this position for several years, has resigned from the position as of October 18, 2019.

We have initiated a search for a permanent replacement. During the transition time two Family Center staff members, Susan Applegate and Sherry Martin, will teach the classes. Our invoices to CDBG will include timesheets that clearly note payments for billable hours allocated for teaching Positive Parenting which fall within the CDBG program guidelines.

When we find a permanent replacement for this position we will notify you in writing.

If you should have any further questions, please contact our Director of Programs, Mimi Glossop.

Sincerely,

Mary Grey, LMSW

Lead Parent and Community Educator
The Family Center of Happy Valley



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April 12, 2020

Happy Valentine
Carol Corliss
Community Development Department
P.O. Box 3284
Happy Valley

Dear Mr. Valentine and Ms. Corliss:

I am writing this letter on behalf of Donna Mantin and Susan Applegate as their direct supervisor at The Family Center of Happy Valley. We are pleased to inform you that Donna Mantin was recently hired as the Falls River County Parent Educator. This is a permanent part-time position and Donna replaces Linda Keene, who held the role for many years.

Donna's role at The Family Center of Happy Valley is limited to responsibilities as a parent educator in Falls River County. This includes facilitating classes, programming responsibilities, and acting as a liaison for administration relevant to various needs. Donna is teaching four weekly Positive Parenting classes in various settings located throughout the county totaling approximately 40 hours per month. Due to this specific role, her billable hours are allocated within the CDBG grant as deemed appropriate by grant funding guidelines.

Susan Applegate also serves as a Parent Educator and is limited to the responsibilities of facilitating classes. Susan is responsible for teaching two weekly Positive Parenting classes at different locations within Falls River County totaling approximately 20 hours per month. Due to this additional role, her billable hours are also allocated within the CDBG grant as deemed appropriate by grant funding guidelines. If you should have any further questions, please contact me.

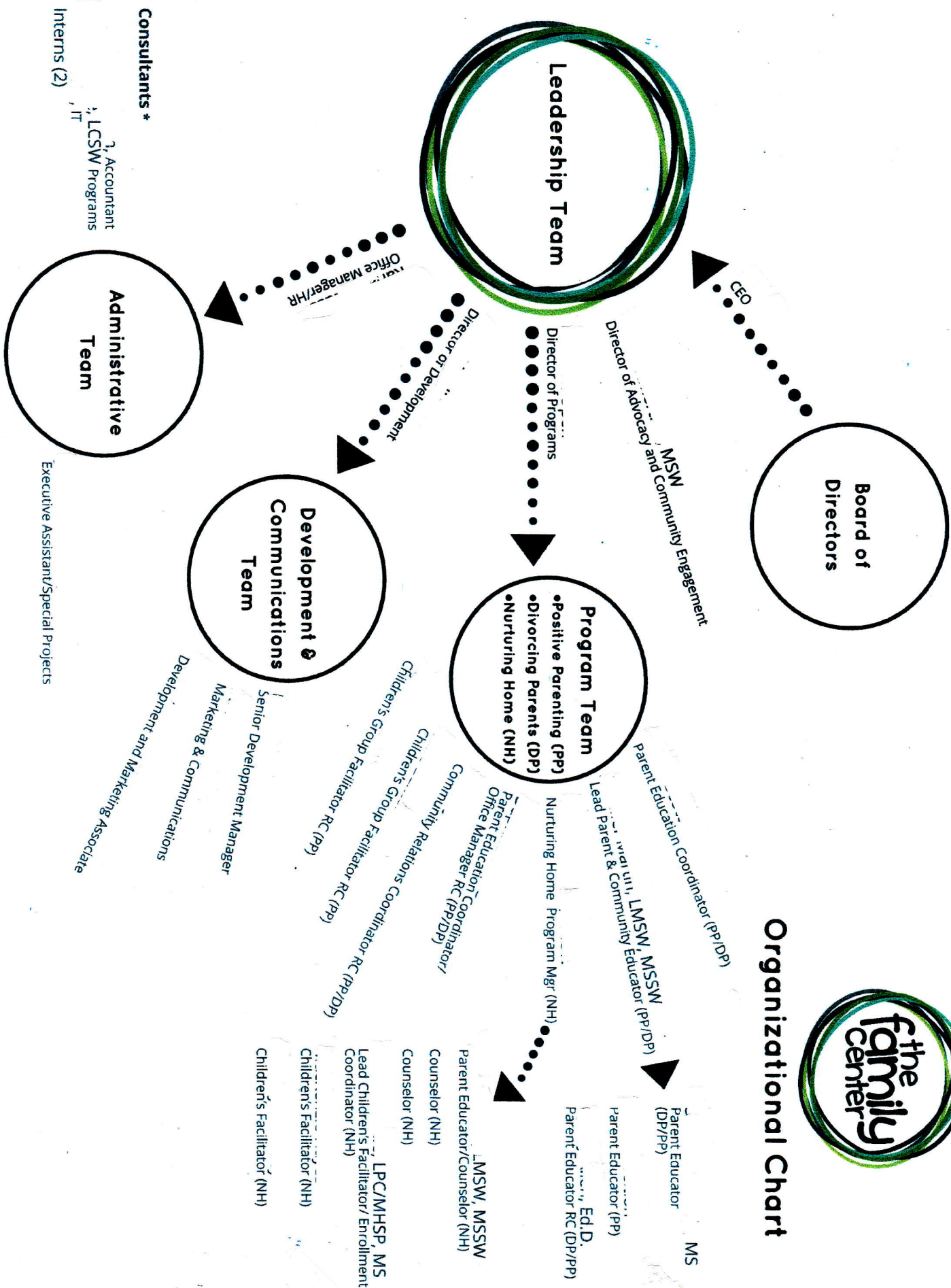
Sincerely,

Mary Grey, LMSW
Lead Parent and Community Educator

115 Heritage Lane, Happy Valley



Organizational Chart





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Staff Roster: Positive Parenting

- Susan Applegate MS, Parent Educator
- Sherry Martin Ed.D., Parent Educator
- Polly Parrish MA, Parent Education Coordinator
- Ann Lowell, Children's Group Facilitator
- Open Position, Children's Group Facilitator

Pay Rates:

Projected Pay Rates for FY19:

- Susan Applegate MS, Parent Educator: \$22.00 per hour
- Sherry Martin Ed.D., Parent Educator: \$22.00 per hour
- Polly Parrish MA, Parent Education Coordinator: \$ 14.71
- Ann Lowell, Children's Group Facilitator: \$11.45 per hour
- Open Position, Children's Group Facilitator: \$11.45 per hour

Pay Schedule:

Staff are paid on the 15th (or business day before the 15th) and last business day of each month. Staff time billed to CDBG is specifically for work performed in the Positive Parenting Program. Billable hours are allocated within the CDBG grant as deemed appropriate by grant funding guidelines.

Falls River County Parent Education Coordinator

The Family Center of Happy Valley (TFCHV) is an agency that is passionate about reducing child abuse and neglect in the Falls River County community. Empowering parents and protecting children is at the heart of every decision we make. Our team consists of people who are compassionate, personable and always looking for ways to improve our practice. Since 1985 we have provided services to promote healthy, happy families in our community.

As the Falls River County Parent Education Coordinator, you are a valued asset to the Administrative and Program Teams. Whether you are fine-tuning efficiency of procedures, problem solving with clients and/or team-members, or using your creative thinking skills to improve our database, you are able to ensure that everything runs smoothly throughout our programs.

This role offers you the opportunity to hone your administrative skills as well as build expertise in interacting directly with clients. You are the first point of contact for most parents entering our services, so your excellent customer service skills provide them with a welcoming and safe experience, regardless of their circumstances. As an analytical thinker, you pay great attention to detail, are well organized, and are skilled in database management and information processing.

Responsibilities

Office Administration - 25% (excluding event weeks)

- Answer phones and greet all parents who enter the building
- Provide effective communication through answering phones, messages, and e-mails
- Act as administrative liaison with clients, third parties, Center affiliates, and the general public
- Inventory office needs and purchase supplies accordingly (office & program)
- Maintain vendor files
- Maintain safe and efficient working environment by arranging for necessary repairs and maintenance
- Make weekly bank deposits according to TFC financial procedures
- Assist with HR functions as needed
- Provide administrative support for fundraising events as required
- Supervise parent education interns
- Collecting and submitting timesheets & Mileage for program staff

Program Support: -75%

- Coordinate class registrations and parent attendance
- Update rosters and prepare materials for classes
- Collaborate with parent educators to ensure classes run smoothly
- Conduct intake and graduation for classes when necessary
- Receive client payments for services including processing client credit cards and filing for court reimbursements
- Provide center with updated parent education schedules and updates schedules on center website
- Manage data collection and tracking in Salesforce
- Maintain database and perform updates as needed
- Maintain and build program statistical reports and Dashboards as needed by Program Staff & Development
- Assist in marketing parent education as needed

Qualifications

- Bachelor's degree or high school diploma with at least 3 years administrative experience
- Proven capability to provide excellent customer service

- **Ability to think strategically with an emphasis on problem solving and process evaluation**
- **Team player with enthusiasm, self-motivation, and positive attitude**
- **Ability to effectively prioritize and meet deadlines**
- **Experience with Microsoft Office Suite and data management systems (Salesforce experience a plus)**
- **Availability to work evenings or weekends**

Happy Valley Parent Educator Part-Time

The Family Center of Happy Valley is an agency that is passionate about reducing child abuse and neglect in Happy Valley and Falls River County community. Empowering parents and protecting children is at the heart of every decision we make. Our team consists of people who are compassionate, personable and always looking for ways to improve our practice. Since 1985 we have provided services to promote healthy, happy families in the community.

As the Happy Valley Parent Educator, you are a foundational part of the Program Team. You are the face that clients and the community think of for parent support and coaching. You are also described as the epitome of compassion by staff and clients alike. You are always thinking of creative ways to teach the latest research on brain science and child development. You use your interest in technology and your ability to promote meaningful discussion in order to engage parents during group session while using empathy to create a safe place to learn.

This role offers the opportunity for you to not only deliver unique programming, but also develop programming that puts TFC on the map. You will do so through managing a children's program and supporting its staff. As part of Happy Valley staff, you assist in the agency's growth through regular participation in program team and agency functions.

Responsibilities

Conduct Parent Education program

- Teach parenting classes, seminars. and workshops using TFC's curricula
- Demonstrate knowledge of adult learning through innovation, scaffolding discussion, and
- utilization of technology and visuals
- Coordinate relationships and needs with county site partners
- Supervise program interns by providing regular supervision and learning opportunities
- Assist Falls River County Community Liaison in marketing and training efforts as needed

Supervise Children's Program

- Provide regular supervision to children's facilitators
- Maintain high quality and evidence-based children's curriculum
- Prepare children s curriculum

Agency Development

- Participate in weekly supervision with direct supervisor
- Attend all staff meetings, events, and program team meetings
- Participate in activities regarding agency strategic planning and action

Qualifications

- Master's Degree in Social work or a related field with no less than 2 years relevant experience
- Experience with being innovative in teaching techniques through activities and resources
- Evidenced capability to utilize cutting edge technology and programs
- Proven capacity to exercise empathy, enthusiasm, and entrepreneurship
- Ability to lead diverse groups through thoughtful discussion and concepts
- Availability to work 20 hours a week including days, evenings and weekends

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job Descriptions:

Parent Educators

Master's degree required in relevant field

- Teach one or more Positive Parenting weekly group classes as needed
- Update and manage parenting group curriculum
- Administer and collect program assessments, satisfaction surveys, and other client documents
- Conduct intakes for new parent(s)/caregiver(s) entering the program
- Provide substitution for other parent educators as needed

Parent Education Coordinator/Office Manager

Bachelor's or relevant experience required

- Provide and organize paperwork for each class within county
- Maintain regular communication with program partner site representatives about graduates, expected clients, or needs
- Enter client information and data into Salesforce database
- Provide reports, statistics, and charts representing program data
- Ensure that all financial procedures are followed in regards to client payment and invoice community contacts for community presentations
- Provide information regarding classes, attendance, and other paperwork need to current and potential clients
- Conduct intake with new families at community-based programs

Children's Group Facilitators

Bachelors or relevant work experience required

- Teach children's classes using Center's curricula relevant to appropriate age group
 - Collaborate with Parent Educator on managing planned children's activities and curriculum
 - Collaborate with other facilitators on set-up and take down of each class
 - Collect all the required data on children class participants (satisfaction surveys, class attendance)
 - Provide children's programs within the policies and procedures of the organization including sensitivity and inclusiveness regarding cultural, religious, ethnic and sexual diversity
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Job Description

Job Title: Senior Development Manager

Reporting Relationship: Director of Development & Communications

Exemption Status: Exempt

Hours: 30 hours

Minimum Education: Minimum Bachelor's Degree with a minimum of four years experience with grant writing, nonprofit development and fundraising.

Summary of Duties and Responsibilities

Primary responsibilities include preparation of funding proposals and grant applications, researching, identifying, cultivating and responding to public and private grant opportunities related to child abuse prevention.

Expectation of all TFC Staff

- Have a working knowledge of TFC programs
- Keep abreast of current events and trends in child welfare
- Contribute to an inclusive work environment that enhances employees' talents while supporting professional growth through collaboration and education
- Treat all clients with respect, dignity and kindness
- Maintain open and positive communication with supervisor and colleagues
- Follow all TFC financial and cash control procedures
- Participate actively in staff meetings and other team activities

Grant Management

- Manage the grant process from beginning to end
- Develop a grant calendar
- Manage detailed schedule for grants and final reports
- Research and identify new government and private funding prospects for specific projects and programs
- Generate revenue for agency programs and services through timely submission of well-researched, well-written, and well-documented fundraising proposals
- Write all proposals and provide supporting documents in accordance with the funder's giving policies, giving guidelines and criteria with the assistance of program staff
- Maintain contact with grant-making organizations during the review of a submitted grant application in order to be able to supply additional supportive material
- Maintain communication with grant contacts throughout the year; Develop and execute a plan to touch base with funders two times per year
- Manage existing grants by working with the Director of Programs and agency bookkeeper to track grants, reports and funds; maintain excellent historical records
- Ensure program staff complete reports in a timely fashion
- Maintain foundation and corporation donor files in development database

Database Management

- Update and maintain grant records in fundraising database

General Fundraising/Other

- Gather information to acquire and maintain sound knowledge and understanding of the organization, and use that knowledge and understanding to better comprehend the concept of a project or program for which funding is sought
- Provide guidance, leadership and support to staff, volunteers, donors, and the community regarding philanthropic fundraising
- Keep abreast of trends in development and grant field; pursue professional development opportunities
- Manage recurring gifts from individual donors
- Manage reconciliation of agency budget with fundraising database
- Assist Development Team with proof-reading agency communication; assist with writing and editing as needed
- Work with Director of Development & Communications to draft development goals for annual strategic and multi-year plans
- Work with Director of Development & Communications to draft annual development budget