



## **Program Description: Family Help Line**

80,000 babies are born every year in Washington State. Kids do not come with an instruction manual, but in Washington State we have the Parent Trust Family Help Line. Our Family Help Line is a statewide, toll-free telephone line and online searchable database. For over 40 years, our Family Help Line has provided education, training, and support to parents with children ages 0-18 and providers in Washington State.

## **Job Description: Family Help Line Coordinator**

The Family Help Line Program Coordinator is responsible for receiving Family Help Line calls and contacts, caller follow-up, data entry, agency and resource research, and ongoing outreach. The Family Help Line Program Coordinator functions as a member of the overall Parent Trust team and is supervised by the Family Help Line Manager.

### **Phone Line/Email Duties:**

- Must be able to work at the Parent Trust office (2200 Rainier Avenue South, Seattle, WA 98144). Please do not apply if you cannot work at this location.
- Must be an excellent listener -actively listen to callers and provide specific feedback that indicates the caller's unique concerns are being heard and understood.
- Provide support based upon the caller's needs and expressed concerns, with the primary intent of assisting in immediately reducing the caller's stress level.
- Provide parent coaching which includes positive parenting techniques, knowledge of child development and problem-solving skills.
- Provide referrals to appropriate community resources.
- Complete accurate and timely Family Help Line caller data forms.
- Complete outcome evaluation surveys.
- Maintain client confidentiality.
- Adhere to expectations of a Washington State mandated reporter.

### **Administrative Duties:**

- Timely and accurate data entry.
- Regularly check voicemail/email/texts and respond promptly.
- Research/update agencies and resources that provide services to families in Washington State.
- Assemble and mail publications as needed.
- Inventory and ordering of publication resources.

### **Required Qualifications**

- Must be able to work 20 hours per week, Monday through Friday, between the hours of 1 pm to 5 pm at the Parent Trust offices – this is non-negotiable. Please do not apply if you cannot work these days or hours.
- Must be fully vaccinated and provide documentation of vaccination.
- Must be able to successfully pass a WA State Patrol Criminal Background Check.

- Bachelor's degree and 2+ years relevant experience working with families or 7 years of equivalent work experience.
- Must be an excellent listener.
- Knowledge and understanding of child development.
- Knowledge of positive parenting techniques.
- Strong interpersonal communication skills, especially on the phone and email.
- Excellent writing and verbal skills.
- Good work habits, problem-solving ability, attention to detail, administrative, and organizational skills.
- Demonstrated computer skills. Ability to navigate Google Drive and Google Suite. Microsoft Office and Excel experience required.

### **Job Summary**

- 20 hours per week.
- Must be able to work 20 hours per week, Monday through Friday, between the hours of 1 pm to 5 pm at the Parent Trust offices – this is non-negotiable. Please do not apply if you cannot work these days or hours.
- Employee Hourly rate : \$22.50 (non-negotiable)
- No medical/dental insurance
- Paid vacation/sick/personal
- Jobsite: Parent Trust office. 2200 Rainier Avenue South, Seattle, WA 98144

To apply: Please email your cover letter and resume to [ndasi@parenttrust.org](mailto:ndasi@parenttrust.org)

**Do not contact by phone or in-person. A resume and cover letter is a must.**

Parent Trust is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability or any protected category.

**The Family Help Line is a program of Parent Trust for Washington Children.**  
2200 Rainier Avenue South • Seattle, WA 98144 • [www.parenttrust.org](http://www.parenttrust.org)