



## **Early Childhood Alliance Onondaga**

**Job Title:** Parent Support Navigator

**Status:** Hourly (FT/PT)

**Reports to:** Director of Family Wellbeing

### **Job Summary**

The Early Childhood Alliance (ECA) is a cross-sector coalition led by municipal, philanthropic, business, nonprofit and academic leaders. The ECA has an overarching goal that all children in Onondaga County are healthy, thriving and ready to succeed in school, and that all families are supported in their parenting to raise their children in a healthy and nurturing environment. Family Voice is a key initiative of the ECA, and the Parent Support Navigator will report to the Director of Family Wellbeing and the ECA Executive Director. Parent Support Navigators will perform outreach and engagement within Onondaga county with an emphasis on listening and developing relationships with parents, specifically parents that are not connected to services, and when appropriate, connect families to available resources.

This position will have the following responsibilities and accompanying qualifications:

### **Key Responsibilities**

#### *Community & Family Outreach*

- Listen to build and maintain trusting, supportive relationships with parents, caregivers, and families.
- Conduct proactive outreach in locations within the community to engage families who may be isolated, underserved, or unaware of available supports.
- Provide individualized support to meet immediate needs, including problem-solving and navigation of systems and resources, including but not limited to education, justice, health, child welfare to ensure timely access.
- Advocate alongside families to reduce barriers and promote the well-being of families.
- Co-facilitate support groups, peer-to-peer networks, and educational workshops for parents and caregivers.
- Share relevant resources and information in a timely, accessible, and culturally responsive manner.
- Collaborate with community partners, service providers, and staff to ensure coordinated, family-centered support.
- Model self-advocacy and resilience, encouraging families to use their voice and experiences to inform their overall wellbeing.
- Act as a mentor to new and incoming ECA Parent Leaders.
- Create feedback loops to identify gaps and barriers.

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The Early Childhood Alliance (ECA) is an equal opportunity employer. The ECA does not discriminate and encourages qualified candidates of any gender, race, class, sexual orientation, faith, disability, or age to apply. All candidates are evaluated on a merit basis.



*Data Collection and other potential duties*

- Document outreach efforts, interactions, and barriers.
- Facilitate follow ups with families to ensure effective linkages, as needed.
- Collaborate with ECA staff, partners, and other community providers to ensure a smooth referral and follow-up process for families.
- Attend staff meetings, conferences, and workshops regularly to upgrade professional skills and understand systems and current best practices for working with children and families.
- Participate in local community and network meetings, as needed.

**Experience and Skills**

- Lived experience as a parent, caregiver, or family member navigating systems of care.
- Strong ability to build rapport, listen with empathy, and engage families from diverse backgrounds.
- Knowledge of community resources, supports, and navigation strategies.
- Authentic communication, outreach, and group facilitation skills.
- Ability to maintain professional boundaries while offering peer support.
- Commitment to equity, inclusion, and cultural humility.
- Basic computer skills and ability to track outreach, interactions, and documentation.

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**Preferred**

- Previous experience in peer support, outreach, or family advocacy roles.
- Training or certification in peer support through the SUNY EOC Attain Lab (or willingness to complete).
- Bilingual or multilingual abilities.

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**Work Environment**

- Combination of in-office, community-based, and virtual engagement.
- Flexible schedule may be required to meet the needs of families.
- Tools Needed: laptop, internet access, texting/call app, phone, service map link, tabling and outreach materials.

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Staff Name (please Print)

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Staff Signature

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Date

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