



PARENT TRUST

FOR WASHINGTON CHILDREN

FAMILY HELP LINE
PARENT TRUST FOR WASHINGTON CHILDREN
PARENTING COACH/PROGRAM ASSISTANT
(Work Study Position)

The Family Help Line Parenting Coach/Program Assistant answers the Family Help Line and provides parents emotional support, parenting information, and referrals to community resources. This person assists the program team with clerical tasks.

The Family Help Line provides free, immediate and confidential service aimed at preventing child abuse by increasing family management skills and decreasing the social isolation.

Parenting Coach Program Assistant Responsibilities:

- Listen carefully and provide emotional support to callers.
- Discuss child development and parenting philosophies and techniques.
- Provide referrals to appropriate community resources.
- Maintain client confidentiality.
- Coordinate Parent Info Line materials and updates.
- Update resource information and send updates to volunteers.
- Assist with program support including mailings, inventory, and updates.

Training

Parenting Coach/Program Assistant receives training in communication skills, positive parenting, child development, crisis intervention, and community resource referral.

Supervision

Family Help Line Director and Program staff provide ongoing supervision.

Commitment

Students must be available for a minimum of four hours per week during business hours.

Requirements

- Good communication skills.
- Proficiency with Microsoft Word and Windows preferred.
- Willingness to learn.

Benefits

- Learn family support philosophy and parenting techniques.
- Practice problem solving and giving feedback.
- Become familiar with resources available to families.
- Be part of a team of dynamic family support specialists.