

# A DAY IN THE LIFE

FAMILY RESOURCE COORDINATOR

# DAILY

- Connect with families referred through The Response Network, listening well and helping them feel seen and supported.
- Respond to emails and calls from DFPS caseworkers and agency partners.
- Complete intake forms with families and identify their most pressing needs.
- Communicate with the Community Engagement Specialist to match families with appropriate community, church, or agency partners.
- Track progress, follow up with families, and ensure they're connected to what they need.
- Keep case notes organized and up-to-date in Salesforce to ensure seamless coordination.
- Participate in short team check-ins to collaborate and problem-solve as needs arise.

# WEEKLY

- Join Response Network meetings with the broader team to talk through active referrals and identify emerging trends.
- Provide ongoing updates to referral partners and check in on any open needs.
- Follow up with families to celebrate progress, confirm needs were met, and gather feedback.
- Work alongside the Community Engagement Specialist to identify resource gaps and opportunities for new partnerships.
- Reflect on what's working well and help shape systems that make it easier to serve families better.
- Submit credit card receipts and related documentation for any family purchases.
- Build your trauma-informed toolkit with continued training and resources.

## THIS ROLE MIGHT BE FOR YOU IF:

- You're a natural problem-solver.
- You're passionate about making a real impact.
- You enjoy variety in your day-to-day tasks.
- You're a systems and organization enthusiast.
- You excel under pressure with a calm and steady presence.
- You find joy in helping others feel seen, heard, and valued.
- You're a good listener and a strong communicator.
- You bring both heart and humor to your work.

## IT MAY ALSO BE FOR YOU IF:

- You know how to pronounce Kuykendahl.
- You understand that Katy is still Houston but Houston is not Katy.
- You don't need to google "EaDo."