



THE RIVERSIDE PROJECT

Family Resource Coordinator
Job Description

Family Resource Coordinator

Reports to: Chief of Staff

Position Description: The Family Resource Coordinator is a vital part of The Riverside Project's Response Network, focused on working directly with families referred through our system and providing thoughtful, compassionate coordination of support. This role builds trusted relationships with caregivers, communicates with caseworkers, and ensures that families are seen, heard, and supported as they navigate complex challenges. The Family Resource Coordinator works closely with the Community Resource Coordinator to connect families to a network of resources and relationships.

General Responsibilities

The heart of The Riverside Project is connection—linking families to the people and resources they need to thrive. Through the Response Network, families facing adversity are referred by child welfare workers and other community partners. The Family Resource Specialist listens to their story, helps identify their greatest needs, and walks with them as those needs are met through the support of a responsive and caring community.

The Family Resource Coordinator:

- Serves as the consistent point of contact for families or youth referred to The Response Network
- Builds relationships with families to understand their strengths, challenges, and priorities
- Completes intake forms in collaboration with DFPS caseworkers and other referral partners
- Works alongside the Community Resource Coordinator to match families with church, nonprofit, individual, and business partners
- Maintains regular communication with caseworkers to provide updates and share progress
- Tracks key data and document services provided with accuracy and care
- Participates in weekly Response Network meetings to coordinate support and identify common trends
- Champions a trauma-informed, dignity-honoring approach in every family interaction

Professional Qualifications/Experience

- Bachelor's degree required; a background in Social Work, Psychology, or related field is preferred
- Experience working with children and families, especially in child welfare, education, or social services
- Familiarity with trauma-informed care and a strengths-based approach to working with families
- Excellent interpersonal and relational skills, with the ability to build trust and navigate sensitive conversations
- Strong organization and time management skills; ability to manage multiple families at once
- Proficiency in tools like Google Drive; experience with Salesforce or other case management systems is a plus
- Ability to collaborate with a wide range of people, remaining flexible and solution-focused
- Displays empathy, good judgment, humility, and a genuine desire to serve others
- Committed to the mission, vision, and Shared Beliefs of The Riverside Project
- Bilingual candidates are preferred, particularly those proficient in Spanish and English

Compensation

Wage Category: Full-Time, Exempt

Work Location: In-office at 1216 Bethlehem Street, Houston, TX 77018. Some remote work may be authorized on a limited basis with prior authorization.

Benefits: 15 Days of PTO, Cell-Phone Stipend, Mileage reimbursement, Up to 10 days of Paid Bereavement Leave