

Job Description

Revised: 2.27.2025

Job Title: Supervised Visitation/Exchange Monitor

Status: Part-Time

Reports to: Family Support Services Coordinator, Parenting Resource Center

FLSA Classification: Non-Exempt

POSITION SUMMARY:

This position supports the work of the Parenting Resource Center, Inc. (PRC), a leading nonprofit committed to strengthening community through resources, services, and prevention education to promote healthy, safe lifestyles for families within communities. The supervised visitation/exchange monitor is responsible for providing a safe and nurturing environment while supervised visitations and exchanges take place. It is beneficial for the supervised visitation/exchange monitor to have knowledge in the areas of diversity, chemical dependency, neglect, domestic violence sexual abuse, verbal abuse, and mental illnesses. The mission of the Michael H. Seibel Visitation and Exchange Center (Seibel Center) is to facilitate the exchange and visitation of children by and between custodial and non-custodial parents with a positive, healthy environment in which to interact, offering them a place where family vulnerability to violence and trauma will be reduced.

ESSENTIAL FUNCTIONS:

1. Must have the ability to establish and maintain neutral relationships with the parents and children that participate in supervised visitations/exchanges.
2. Supervises and observes family interactions including intervening when necessary.
3. Creates a program that is a participant-focused culture. The ideal applicant would model relationship-building skills in all visitation/exchange interactions and will foster a climate of innovation and resolve problems to ensure participant satisfaction. Creates a trauma informed environment within the program.
4. Understands and maintains a very high level of confidentiality concerning clients and their cases.
5. Advocates for children and families by offering appropriate feedback.
6. Helps to maintain completed documentation and update case files.
7. Ensures proper implementation of procedures and rules.
8. Ensures that all participants pay for the service.
9. Provides a safe environment for all participants.
10. Assists in maintaining a clean facility.
11. Communicates the mission, vision, and values of the Parenting Resource Center to everyone who comes in contact with the program and organization.
12. Have a flexible schedule. Be able to work evening/weekends when services are provided, if needed.
13. Performs other duties as assigned.

STANDARD RESPONSIBILITIES OF ALL EMPLOYEES:

All employees are responsible for the following:

- Maintain the vision, mission and values of the Parenting Resource Center.
- Remain up-to-date regarding the various programs of the Parenting Resource Center.
- Remain up-to-date regarding agency policies and procedures and perform all functions in accordance with the Parenting Resource Center policies and procedures.
- Provide the highest quality of customer service consistent with the Parenting Resource Center's values and standards.

QUALIFICATIONS:

Minimum Qualifications:

1. Two years of experience working with children and families experiencing crisis.
2. Working on a degree or have a degree in Social Work, Psychology, Criminal Justice, or a related human service degree.
3. Proficiency in computer skills.

Preferred Qualifications:

1. Bachelor's degree in Social Work, Psychology, Sociology, Criminal Justice, or a related Human Service degree.
2. Preferred but not required current LSW (Licensed Social Worker) or working towards completion of LSW.

LICENSE/CERTIFICATION REQUIRED:

1. CPR, First Aid and AED certification upon hire or within 60 days of hire. **All training or certification fees must be repaid to the PRC if the employee leaves employment within 12 calendar months of receiving that certification.**
2. Must pass a state criminal background check.
3. Must have a valid driver's license.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device. The employee frequently is required to sit, reach and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 50 plus pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- The noise level in the work environment is usually moderate.
- While performing the duties of this job, the employee is often required to: climb stairs, bend, stoop, push, squat, sit, crouch, walk, kneel, twist, pull, reach with hands, sit, stand for an extended period of time, run, throw, swim, Climb ladders, walk, shovel snow, plow snow, have finger dexterity, grasp, talk, hear, have visual acuity, vocal projection and perform repetitive motions..
- While performing the duties of this job the employee is exposed to weather conditions prevalent at the time.
- Must be alert at all times, keeping safety in mind. Must possess acceptable hearing and visual capabilities in order to monitor the environment and well-being of members.
- Must be capable of working under pressure in a somewhat disruptive environment.
- May be required to sit, stand, or maintain physical activity for extended periods of time.
- Sufficient strength, agility and mobility to perform essential functions and to supervise program activities in a wide variety of indoor and outdoor locations (depending upon the programs).
- Ability to travel locally to meetings.