

## **WINDOW Visitation Center Job Description**

Parenting Time Facilitator  
*Title of Position*

Parenting Time Coordinator  
*Title of Supervisor*

### **Position Summary**

The Parenting Time Facilitators perform supervised visitation and safe exchange duties within the WINDOW offices. Facilitators treat all participants with respect and honesty. Have an attitude that is non-judgmental and objective during all times and toward all participants. Facilitators do not assess parenting ability or do parenting skills training/coaching but allow parents a safe environment to maintain healthy relationships with their children and opportunities to continue their important role as parent and to parent to the best of their ability.

### **Major Areas of Responsibility**

1. Provides direct supervision, observation and monitoring of visitations and safe exchanges as directed by court orders or county social services.
2. Maintains neutrality with all parties unless safety becomes an issue.
3. Enforces center policies and procedures.
4. Provides redirection of conversations and behaviors that warrant intervention and has the ability to end visits when necessary.
5. Ability to model appropriate non-violent discipline methods and healthy parent/child communication if needed.
6. Ability to objectively write observation reports effectively and keep accurate records.
7. Complies with client confidentiality, conflict of interest, and mandatory reporting criteria as defined by Minnesota State Law and WINDOW policies and procedures.
8. Completes follow-up as directed and maintains the visitation areas to keep them child safe & friendly.
7. Attends and participates in staff meetings, community meetings/events and in-service training. Attends conferences and workshops to enhance skills, understand new laws, and explore new/best practices.
9. Keeps the Parenting Time Coordinator and Program Managers informed of important developments, potential problems and related information necessary for effective WINDOW program management.
10. Contributes to a positive work attitude within WINDOW Offices by working cooperatively with others and conducting oneself professionally and as a team player.
11. Performs related work as apparent or assigned.

## **Qualifications**

- Understands child development and family systems dynamics.
- Ability to work with all types of people and maintain calm in crisis situations.
- Ability to maintain a neutral, independent role and establish boundaries.
- Understands the impact of divorce and separation on children.
- Understands the dynamics of abuse and trauma.
- Basic understanding of the child welfare system.
- Be at least 21 years of age.
- Ability to successfully complete a criminal background check.

## **Physical Demands**

- While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handles, feel or operate standard office equipment; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.
- While performing the duties, employees of this class are regularly required to use written and oral communication skills; read information and documents; observe and interpret people and situation; learn and apply new information or skills; perform detailed work; interact with staff and other encountered in the course of work.
- The employee is occasionally required to stand, walk, sit, climb or balance and stoop, kneel, crouch or crawl. The employee must occasionally lift or move up to 50 pounds.
- Employees may occasionally need to travel to various city locations or to off-site meetings as necessary and as the assignment demands.
- Requires employee to work inside, alone, with others, around others, and have contact with the public.
- Employee will be exposed to many odors.
- Employee may be exposed to infectious diseases.