



Hospitality and Events Coordinator

The Family Stability Center at College Park, a Knowledge Quest program seeks to hire a Hospitality and Events Coordinator to provide a warm and welcoming environment for parents and children accessing the services of the Family Stability Center. Serves as the first contact for families coming to FSC and is responsible for setting the tone that all are welcome regardless of their economic, cultural or religious backgrounds. Greets guests, answers the phone line, coordinates appointments with FSC staff and on-site activities for families. Works with outside resources to arrange for adjunctive forms of therapy through the arts including music, film, movement, drama and other sensory-based therapies.

Key Responsibilities

- Greets clients and guests as they arrive at the Family Stability Center
- Provides phone coverage and assists with the coordination of appointments for the FSC counselors
- Assists with meetings, event preparation and educational activities
- Provides information to clients regarding the services of FSC
- Maintains accurate records of client interactions and referrals
- Orders supplies and arranges for equipment repair
- Fosters ongoing communication with family coach regarding scheduled appointments and events
- Conducts follow up communication with parents regarding upcoming activities, missed therapy appointments and scheduling therapy sessions.
- Creates and updates the Family Stability Center calendar of events.
- Promotes the services of the Family Stability Center to community groups and social services agencies
- Works collaboratively with staff to develop recommendations and coordinator any needed referrals for children and their parents.
- Provides child observation of children who accompany parents attending counseling sessions at FSC
- Cultivates relationships with peer employees at other sites
- Develops relationships with community agencies for potential referrals
- Performs other duties as assigned or directed by the FSC Manager

Education & Experience Required:

- Minimum High School degree or equivalent; Degree in Social Sciences preferred
(1) Five to seven years (5-7) experience in health care, social service, non-profit or related field; 2) experience working with an urban, underserved population preferred; 3) experience utilizing electronic medical records for documentation and communication within a clinical team; 4) experience using software programs such as Microsoft Suite, Google docs/calendar

Candidates may apply by visiting our **website** at www.knowledgequest.org/careers, or by visiting our **Indeed Profile** at: <https://www.indeed.com/cmp/Knowledge-Quest-5>