



The Mediation Center
Finding common ground.

Family Visitation Visit Monitor- Buncombe County Bi-lingual Preferred

The Family Visitation Program (FVP) provides supervised visitation and monitored child exchange to families with a history of domestic violence, substance abuse, child abuse and neglect, mental health issues, and high-conflict parental separation. Children have a safe place to visit and form healthy relationships with their non-custodial parent, or to exchange between parents for weekend visits.

Without the Family Visitation Program, families may end up to visiting in unsafe locations or children may be cut off from one of their parents. Having a relationship with both parents is important for children's long-term mental health and wellbeing. The Family Visitation Program ensures that this contact between parents and children is free from abuse and neglect and that families can build or maintain healthy relationships.

What you'd be doing:

- Supervising visits and exchanges with the non-custodial/offending parent and their child. Generally, this means being in the room during visits and sometimes watching video/audio monitors while someone else is in the room.
- Ensuring the physical and emotional wellbeing of the child and enhancing the parent-child relationship by coaching parents through difficult interactions and intervening when there is inappropriate parenting behavior.
- Building relationships with the visiting parent by leading 15 minute coaching/goal setting sessions before and after visits. We use the Triple P model, and training is provided.
- Taking extensive objective/neutral notes during all visits
- Keeping track of the parenting-skill goals that parents meet. Provide coaching and encouragement.
- Being part of the team: attending staff meetings, participating in ongoing training, helping with reception, training new volunteers and interns, answering the phone, doing what needs to be done, etc.

How we do things:

- We care a lot about everyone's safety – parents, children, volunteer, staff and interns. To ensure that everyone is safe, we work within an extensive set of rules and policies that have to be consistently applied and enforced.
- We are neutral. We don't make decisions about what's best for a family or give our opinions about custody arrangements.
- We treat everyone in a warm, friendly, and non-judgmental manner. In fact, we survey our clients twice a year to see how we're doing on this.
- We know that all parents love their children and we respect the importance of parents' role in their children's lives regardless of past family violence, neglect, or other factors.
- We know that most clients have been court-ordered to use the services and would prefer not to have their time with their children supervised. We help parents make the most of that time and do our best to help them feel respected and empowered. We give parents as much control as we can within the bounds of safety.
- We recognize the role that trauma and stress play in clients' lives, and seek to meet them where they are. We open the door and provide support for difficult conversations.
- We want children to have fun and feel comfortable and we are creative about finding solutions.
- We see families' unique needs, culture, and preferences. We work to accommodate while sticking closely to the policies that keep everyone safe.
- We jump in and help each other to make things run smoothly.

Hiring Range: \$13.50 - \$18.00

Hours:

- Part-time variable, 15 – 20 hours/week
- Applicants must be available during all of the following hours each week: Tuesdays, Wednesdays, and Thursdays from 2pm to 7:30 PM, Fridays 2pm to 5:30pm, Saturdays 9:30am to 3:30pm
- Attendance at monthly staff meeting on the 1st Wednesday of the month from 10:30am to 1:30pm is required.
- Schedule changes on a weekly basis

Required Qualifications

- Ability to see and hear
- Ability to follow written and oral directions
- Fluent speech and understanding of English language
- Computer skills – moderately fast typing, ability to quickly learn case management software, Microsoft office, etc.
- At least 21 years old
- A related 4 year degree (social work, human services) or equivalent combination of education and experience

Applicants with the following qualifications will be considered favorably:

- Spanish/English bilingual –preferred
- Experience working with parents and children who have experienced domestic violence, child maltreatment, substance abuse, high-conflict divorce and mental health issues.
- Experience using a facilitative style to coach others
- Knowledge of appropriate parenting skills and child development

APPLICATION INSTRUCTIONS:

To apply, carefully read and follow these directions:

1. Send a cover letter in the body of an e-mail.
Cover letters should address your experience/knowledge in each of the following areas. *Cover letters that do not include this information will not be considered:*
 - Working with parents and children
 - Experience with family violence, child maltreatment, substance abuse, and mental health
 - Coaching others/facilitating goal setting
2. Send a resume **no longer than TWO PAGES** attached to same e-mail in an MS Word or PDF document.
3. **Absolutely no phone, fax, or drop-in inquiries.**
4. Applications will be reviewed on a rolling basis – open until filled.

Sent to: Meg Hollifield, Program Director, employment@mediatewnc.org