



Position Title	Family Community Service Provider	Employment Status	Full-Time, Non-Exempt
Reports To	Director of Community Partnerships & Field Operations	Location	2270 La Montana Way, Colorado Springs, CO

Position Summary

The Family Community Services Provider delivers direct, trauma-informed support services to children, caregivers, and families within their homes and community environments. This position promotes family safety, stability, and self-sufficiency while contributing to DragonFly Landing’s mission to provide holistic, proactive care across Southern Colorado.

Primary Roles and Responsibilities	
Direct Service Delivery	<ul style="list-style-type: none"> • Act as the primary liaison between families and the agency, ensuring clear, compassionate, and timely communication regarding scheduling, documentation, and service coordination. • Provide in-home and community-based support to children, youth, and families in alignment with individualized service plans • Facilitate supervised visitation between children and caregivers, maintaining objectivity and detailed behavioral documentation • Deliver respite care for children and youth, ensuring a structured, safe, and supportive environment • Support family preservation efforts by helping families build communication, trust, coping skills, and problem-solving strategies • Work collaboratively with families to create service plans and connect them with essential community resources such as housing, employment, healthcare, education, and legal support.





Crisis Response and On-Call Rotation	<ul style="list-style-type: none">• Participate in the agency's on-call rotation (minimum of three days per week) to manage the 24/7 crisis line.• Answer incoming crisis calls, perform triage, and attempt de-escalation using trauma-informed and strengths-based techniques.• When required, provide in-person crisis response to ensure participant safety and stabilization.• Collaborate with co-providers or supervisors during high-risk or complex situations to determine next steps.• Lead the crisis response team while on call, ensuring coordinated and effective intervention.• Develop and document Safety Plans, Crisis Notes, and Follow-Up Plans in accordance with agency procedures.
Documentation and Compliance	<ul style="list-style-type: none">• Complete all required documentation promptly, accurately, and in compliance with agency standards, HIPAA regulations, and Colorado state law.• Maintain up-to-date progress notes, incident reports, visitation records, and safety plans, ensuring all documentation is completed within 48 hours of service delivery or incident.• Uphold confidentiality and ethical standards at all times.• Report any suspected abuse, neglect, or endangerment immediately in accordance with Colorado mandated reporter laws, following agency crisis reporting procedures and notifying the on-call supervisor without delay.
Schedule and Expectations	<ul style="list-style-type: none">• Typical hours include weekday business hours, with a minimum availability of three weekday evenings and one weekend day per week to meet family and program needs• Availability to participate in after-hours and weekend on-call rotation as scheduled.• Maintain consistent communication with agency supervisors regarding scheduling, availability, and case coverage.





	<ul style="list-style-type: none"> • Respond to calls and messages in a timely manner when on duty or on call.
<p>Collaboration and Care Coordination</p>	<ul style="list-style-type: none"> • Communicate regularly with supervisors, external case managers, and interdisciplinary team members to coordinate care and share updates. • Attend assigned team meetings, supervision sessions, and debriefs following crisis responses. • Participate in multidisciplinary staffing to evaluate progress and make recommendations for ongoing services. • Provide parent education and modeling to strengthen engagement and reinforce positive learning habits at home. • Facilitate follow-through with care coordination within the DragonFly team and support inter-agency collaboration, representing DragonFly Landing professionally in all community interactions.
<p>Client Transportation and Safety</p>	<ul style="list-style-type: none"> • Provide transportation to children and families for appointments, visitation, and agency-approved activities as assigned. • Operate agency vehicles safely or provide transportation using a personal vehicle (mileage reimbursed per policy). <p><i>*When using a personal vehicle for agency-approved transportation, staff must maintain a valid Colorado driver's license, current insurance, and a safe, operable vehicle. Mileage will be reimbursed at the current agency rate. All employees must follow agency and state safety requirements, including seat belt use, adherence to traffic laws, completion of required vehicle inspections, and prompt reporting of any accidents or incidents.</i></p>
<p>Performance Expectations</p>	<p>Performance in this position will be measured by:</p> <ul style="list-style-type: none"> • Timeliness and accuracy of documentation • Maintain professionalism and timely responsiveness in all interactions, both within the DragonFly team and in external communications or community partnerships.





	<ul style="list-style-type: none">• Demonstrated skill in de-escalation, family engagement, and problem-solving• Collaboration and communication with colleagues and supervisors • Adherence to agency values, policies, and confidentiality standards• Consistent demonstration of reliability, initiative, and compassion in service delivery
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