EPIC `Ohana

Job Title: Recorder (Maui, On-call)

Employment Type: On Call
FLSA Status: Non-exempt
Department: 'Ohana Conferencing
Reports To: 'Ohana Conferencing Supervisor

Job Summary

POSITION SUMMARY
The Recorder is responsible for efficiently and accurately documenting notes to create a clear group memory during ‘Ohana Conferences, Youth Circles, Wrap Meetings, and other assigned EPIC-facilitated sessions. Responsibilities include pre-conference preparation calls with the facilitator and other ‘Ohana Conferencing/Youth Circle staff as needed, to ensure that all needed materials, food and water are available prior to the conference start time. Supports the facilitator during the conference in safely guiding and or escorting participants in and out of the site and promoting a positive atmosphere during the duration of the conference. The Recorder will be available to record `Ohana Conference, Youth Circles, Wrap Meetings, and other assigned EPIC-facilitated sessions both in person and in virtual spaces.

The Recorder must demonstrate an active commitment to the EPIC ‘Ohana. Mission and Vision, and to strive to incorporate EPIC ‘Ohana Values1 in all aspects of daily work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:
•Responsible for working in collaborative environment, with a team of other on-call, part-time and full-time Recorders, Facilitators, Administrative Support Supervisor, Training Specialist, Administrative staff, Supervisor, Manager - OC, Executive Director and collaboration as needed with all other programs statewide.
•May be asked to collect, organize, analyze, pre-meeting documentation ahead of time as assigned and appropriate for the specific meeting.
•Responsible for thorough, professional and efficient note taking to include key issues in a concise manner as presented from all key participants, including family and professional sources to appropriately and non-judgmentally secure important concerns and issues pertaining to the conference.
•Accurately document from all key participants, and actively pursuing clarification where needed regarding critical information such as important court and follow up dates, contact information including names, fax number, telephone, mailing and e-mail address provided during the conference.
•Verify and clarify legal status and timelines of all of cases during the ‘Ohana Conference/Wrap Meeting/Youth Circle.
•Stay current on all new procedures, policies, protocols and directions regarding ‘Ohana conferencing, Youth Circles and/or Family Wrap Hawai‘i as assigned.

•Follow all steps as described in the recorder manual, leading to the successful recording of the ‘Ohana Conference/Wrap Meeting/Youth Circle/Re-conference assigned.
•Responsible and in collaboration with the Facilitator for collecting signatures of all participants, maintaining confidentiality and turning in all required paperwork to the administrative specialist the day of or immediately following the conference.
•Responsible for timely communication with OC/Wrap/YC teams as needed to ensure strong preparation for the meeting.
•Timely communication with relevant team members and leadership to verify and clarify all urgent or pressing information including major issues, concerns at least three (3) days prior to conference/meeting, or less on rushed meetings.
•Secure directions and key if needed, to the ‘Ohana Conference/Wrap Meeting/Youth Circle site including completion of registration and payment, as needed.
•Responsible to verify flight requests, hotel bookings, and car reservations, as needed, with EPIC Travel Team.
•Responsible and in collaboration with the facilitator and administrative staff, for pickup and delivery of ‘Ohana Conference/Wrap Meeting/Youth Circle materials, including food and water, key or other miscellaneous materials prior to the conference, as needed.
•Responsible for providing outreach services regarding but not limited to ‘Ohana Conference/Wrap Meeting/Youth Circle in-person information to family and or other key participants who may not be reached otherwise.
•Responsible for writing the ‘Ohana Conference summary including amendments and editing until satisfactorily completed no later than ten (10) days from date of conference and sooner on rushed requests.
•Provide childcare at conferences, as requested or needed.

OTHER DUTIES/FUNCTIONS
•Perform other related duties, as required and assigned.
•Regular attendance required.
•Responsible for awareness and adherence to all company and safety policies and procedures.
•Attend and participate in trainings, all staff meetings, and individual supervision, as scheduled.
•Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables plus timely addresses appropriate needs with supervisor.

WORKING CONDITIONS
•Work Hours: Normal hours for the EPIC office are Monday through Friday 7:00 a.m. to 5:30 p.m.
•EPIC Recorders Work Hours: Must be available to work Monday through Friday 7:30 a.m. to 5:30 p.m.
•Must be flexible with work schedule, pending the need to deliver services outside the normal work shift. The hours may include weekend and evening hours.
•Required to travel to the neighbor island for conferences and EPIC meetings as assigned. Conferences and EPIC meetings are held in all parts of every island, in churches, libraries, and

other community locations.
•Work is mostly performed from the field or outside of the office setting.
•When working from home, ensuring there is a private space to ensure confidentiality is respected.

•Reliable internet to perform work through outlook, EPIC database and attending virtual Ohana Conferences via Zoom and other platforms on the internet. EPIC offices on Oahu and East Hawaii may be available for office space.
•This job operates in a professional environment.
•Physical exertion is moderate.

EQUIPMENT USED
•Must be proficient with computer use, including word processing, spreadsheets, map reading, email, and database usage.
•Maintain a moderate working knowledge of computers for data entry.

MENTAL, PHYSICAL, AND COMMUNICATION DEMANDS

Mental Demands
•Must be self-directed, organized, and able to work independently.
•Must have excellent problem-solving skills.
•Must work well under the pressure of meeting multiple deadlines in a faster than slower-paced environment.
•Must have a strong ability to write clearly and accurately.
•Must have the willingness to be flexible and adaptable in a fast-paced environment.
•Must be able to support diversity in the workplace and serve a diverse population.
•Must be able to comprehend complex information such as social work reports and court documents.
•Must be approachable, non-judgmental, organized, and have a strength-based view of youth and families.
•Must be emotionally mature, objective, and support people and their problems.
•Must have the ability to nurture and maintain positive relationships with all stakeholders, including the ability to engage family members from diverse communities.
•Must have the ability to work cooperatively with representatives of other agencies.
•Must have an attitude of continual learning to practice excellent recording skills.
•Must be able to synthesize and summarize complex information in ways that are understandable to family members and professionals.

Communication Demands
•Must have the ability to speak clearly, write summaries, and correspondence.
•Must have a direct yet sensitive communication style.
•Must be comfortable speaking and leading groups.
•Must have strong communication skills and a strong ability to support and engage positively with

community providers, professionals, social workers, service providers, and families.

Essential Duties

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•Responsible for working in collaborative environment, with a team of other on-call, part-time and full-time Recorders, Facilitators, Administrative Support Supervisor, Training Specialist, Administrative staff, Supervisor, Manager - OC, Executive Director and collaboration as needed with all other programs statewide.

•May be asked to collect, organize, analyze, pre-meeting documentation ahead of time as assigned and appropriate for the specific meeting.

•Responsible for thorough, professional and efficient note taking to include key issues in a concise manner as presented from all key participants, including family and professional sources to appropriately and non-judgmentally secure important concerns and issues pertaining to the conference.

•Accurately document from all key participants, and actively pursuing clarification where needed regarding critical information such as important court and follow up dates, contact information including names, fax number, telephone, mailing and e-mail address provided during the conference.

•Verify and clarify legal status and timelines of all of cases during the ‘Ohana Conference/Wrap Meeting/Youth Circle.

•Stay current on all new procedures, policies, protocols and directions regarding ‘Ohana conferencing, Youth Circles and/or Family Wrap Hawai‘i as assigned.

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•Responsible for timely communication with OC/Wrap/YC teams as needed to ensure strong preparation for the meeting.

•Timely communication with relevant team members and leadership to verify and clarify all urgent or pressing information including major issues, concerns at least three (3) days prior to conference/meeting, or less on rushed meetings.

•Secure directions and key if needed, to the ‘Ohana Conference/Wrap Meeting/Youth Circle site including completion of registration and payment, as needed.

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•Responsible for providing outreach services regarding but not limited to ‘Ohana Conference/Wrap Meeting/Youth Circle in-person information to family and or other key participants who may not be reached otherwise.

•Responsible for writing the ‘Ohana Conference summary including amendments and editing until satisfactorily completed no later than ten (10) days from date of conference and sooner on rushed requests.
•Provide childcare at conferences, as requested or needed.

Secondary Duties

- OTHER DUTIES/FUNCTIONS
•Perform other related duties, as required and assigned.
•Regular attendance required.
•Responsible for awareness and adherence to all company and safety policies and procedures.
•Attend and participate in trainings, all staff meetings, and individual supervision, as scheduled.
•Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables plus timely addresses appropriate needs with supervisor.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires a Bachelor's degree and 1 year to 2 years of related experience and/or training.

Behavioral Characteristics

- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Concern for Others -- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Social Orientation -- Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- Adaptability/Flexibility -- Job requires being open to change (positive or negative) and to considerable variety in the workplace.

Language Skills

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension -- The ability to read and understand information and ideas presented in

writing.
- Written Expression -- The ability to communicate information and ideas in writing so others will understand.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Writing -- Communicating effectively in writing as appropriate for the needs of the audience.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Reasoning Ability

- Active Learning -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Visualization -- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- Selective Attention -- The ability to concentrate on a task over a period of time without being distracted.
- Time Sharing -- The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.

Mathematical Skills

- Minimum skills -- Ability to add and subtract two digit numbers and to multiply and divide with tens and hundreds. Understanding of units of American currency, weight, volume and distance.

Computer Skills

- Word processing software
- Microsoft Office Applications including Outlook, Teams, etc.

Certification and Licensing

- Current First Aid and CPR certification, preferred. Additional training will be provided.

Current Driver's License (Class 3), Current Auto Insurance, and an Acceptable Driving Abstract.

Tools & Technology

- Access to insured, reliable vehicle.

Zoom and Microsoft Office 365.

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 sit; use hands to finger, handle or feel; talk or hear.
- frequently required to walk.
- occasionally exposed to stand; reach with hands and arms; climb or balance; stoop, crouch, or crawl.

The employee must:
- occasionally lift and/or move up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing 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:
- occasionally exposed to wet or humid conditions; climb or balance; outdoor weather conditions.

The noise level in the work environment is moderate noise.