



Title

Family Support Coordinator (English and Cantonese Bilingual)

Overview

Family Connections exists to develop strong, healthy families and to build thriving Portola and Excelsior communities. Family Connections provides opportunities for people of different backgrounds to work together cooperatively, sharing cultures, values, knowledge, and resources. We are a multicultural Family Resource Center that provides comprehensive services to support and assist families in raising healthy children via intervention, prevention, education and direct services to children and families. The family support services we provide are based on the principle that staff and families work together in relationships based on equality and respect. We firmly believe that families are resources to their own members, to other families, and to the community.

Excelsior Family Connections is seeking an individual who will work to create an environment where young children gain social, emotional, and cognitive skills and caregivers are supported to build healthy families. The position will coordinate the family support program and play a vital role in the early childhood education program.

Essential Duties and Responsibilities

- Plan and implement family support programs in accordance with work plan and goals including parent workshops, community events, information and referral, and Chinese Caregiver Support Group
- Lead outreach efforts including conducting outreach at public and private organizations, community events and citywide events, as well as updating outreach area
- Provide case management, I&R, workshops to Chinese speaking participants
- Create and translates program flyers and monthly calendars
- Facilitate surveys and evaluations of family support programs, and works with the Program Director to monitor progress for grant proposals and reports
- Responsible for Chinese translation of intake forms, agency rules, announcements, and communication between families and staff
- Works collaboratively with a team of the Early Childhood Program Manager and Family Support Assistant in early childhood education programs
- Supervise interns and volunteers
- Engage with on-site parents and caregivers in an on-going, respectful manner
- Works collaboratively with Family Connections outreach team to expand services, agency and community-wide
- Coordinate and monitor exit and entrance, free play, snack time, reading, circle time/singing, exercise, and puzzle time as needed if teachers are out and subs not available
- Attend weekly staff and other relevant meetings
- Perform other related tasks and duties as assigned
- Outreach
- Translates program flyers to Chinese
- Works collaboratively with Family Connections outreach team to expand services, agency and community-wide
- Conduct outreach at Excelsior public and private organizations, community events and citywide events

Qualifications:

- Bilingual in Cantonese and English required
- Minimum 3 years of experience working with toddlers, young children, and families



- BA in child development or related field; AA degree in early childhood education/development with substantial experience can be a substitute
- A warm, caring personality with strong interpersonal skills
- Experience with Outreach and Case Management
- Strong organizational and administrative skills including computer literacy skills and familiarity with MS Office
- Able to work both independently and collaboratively
- Stellar communication skills

Compensation benefits:

- Competitive salary with health, vision and dental benefits including chiropractor and acupuncture.
- To apply, an email a cover letter and resume to jobs@portolafc.org. Please, absolutely no inquiring phone calls!
- Hours: Monday-Friday, 9:00am-5:00pm with occasional evening events with advanced notice

Physical Requirements

This is an office position requiring frequent sitting, typing and computer use. The position occasionally requires to pushing and/or pulling objects up to 25 lbs., and lifting and/or carrying objects up to 25 lbs. The position requires the ability to frequently move about or remain seated depending on the task at hand.