

**Title**

Family Support Manager  
Updated: 7/15/2017

**Job Overview**

The Family Support Manager plans, oversees, and implements the agency's annual program activities. Working closely with his/her supervisor this position will collaborate with internal and external staff to ensure our program are high quality and meet the needs of the families and community. This position works at the Excelsior site.

**Essential Duties and Responsibilities**

- Responsible for the management, implementation, and supervision of Family Support programs including workshops, support groups, community events, outreach, and parent volunteers.
- Work closely with the staff to meet program, outreach, and enrollment goals
- Conduct comprehensive assessments that identify strengths and needs of individuals and families and implement these findings into individual service plans
- Advocate and coordinate linkages and referrals to community-based organizations to address social, environmental, medical and emotional problems in our participants
- Supervises interns, volunteers, and youth workers
- Present the agency as needed at community meetings, funder meetings, etc.
- Compiles data and program narratives for grant reports
- Manages data collection for agency and funder databases.
- Attends all mandatory meetings and trainings

**Qualifications**

- Bachelor's degree in Social Work, Psychology or other related field
- Bilingual in Cantonese and English is required
- At least 4 of years of experience providing direct family support services
- At least 2 of years in management position supervising staff, department, etc.
- Stellar communication and interpersonal skills including experience working in diverse communities of staff and participants
- Ability to work independently and meet recurring deadlines
- Attention to detail, resourcefulness and excellent organizational skills
- Collaborative and enjoyment of children and families

**Agency Overview**

Family Connections is a thriving multicultural Family Resource Center with locations in the Portola and Excelsior neighborhoods of San Francisco. We are here to help develop strong, healthy families and to build our Portola and Excelsior communities. For 23 years, Family Connections has provided opportunities for families of different backgrounds to work together cooperatively, sharing cultures, values, knowledge, and resources. We help families grow. Please visit us on the web at [www.portolafc.org](http://www.portolafc.org).



### **Physical I Requirements**

#### Administration:

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

### **Compensation and Application Process**

- \$48,000-50,000/year, depending on experience
- Full-time exempt position with full health benefits including chiropractor and acupuncture
- To apply, email your cover letter (required) and resume to: [jobs@portolafc.org](mailto:jobs@portolafc.org). Please, absolutely no inquiring phone calls!

*Family Connections is an Equal Opportunity Employer.*

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.