

**Title**

Family Support Coordinator (English and Chinese Bilingual)
Updated: 11/28/2018

Job Overview

This position reports directly the Excelsior Program Director. Working collaboratively with other program staff, this position will provide case managements, facilitate support group, gives information and referrals, be in the classroom as needed.

Essential Duties and Responsibilities

- Help implement family support programs in accordance with work plan and goals including parent workshops, community events, information and referral, and caregiver support group
- Help outreach efforts including conducting outreach at public and private organizations, community events and citywide events, as well as updating outreach area
- Provide case management, information and referral, and workshops to Chinese speaking participants
- Conduct assessments that identify strengths and needs of individuals and families and implement these findings into individual service plans
- Facilitate surveys and evaluations of family support programs, and works with the Program Director to monitor progress for grant proposals and reports
- Responsible for some Chinese translation of intake forms, agency rules, announcements, and communication between families and staff
- Engage with on-site parents and caregivers in an on-going, respectful manner
- Plan, implement, and consistently evaluate service plans with participants to assist in housing, employment, financial, educational, family functioning and other needed services
- Support and facilitate weekly support groups including organizing guest speakers
- Work collaterally with onsite and offsite service providers to ensure comprehensive coordination of care for participants
- Facilitate/co-facilitate occasional workshops
- Provide classroom support and other tasks as needed

Qualifications

- Bilingual in Chinese and English required
- Minimum 4 years of experience working with toddlers, young children, and families
- BA in Child Development, Social Work or related field
- Familiar and have experience working in different databases
- A warm, caring personality with strong interpersonal skills
- Strong organizational and administrative skills including computer literacy skills and familiarity with MS Office
- Able to work both independently and collaboratively
- Able to handle multiple tasks, great problem solving, mediation skills and commitment to the Agency's mission
- Stellar communication skills

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.portolaafc.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

- Competitive depending on experience
- Full-time / Exempt, with full health benefits including chiropractor and acupuncture
- To apply, email your cover letter (required) and resume to: jobs@portolaafc.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