

Job Description

Position: Intake & Family Coach Supervisor for Manhattan and the Bronx
Supervisor: Safe Families Chapter Director

Safe Families for Children creates extended family-like supports for desperate families through a community of devoted volunteers motivated by compassion to keep children safe and families intact. Safe Families mobilizes volunteers through local churches who are motivated to extend community support to socially isolated families.

Position Summary: The Intake & Family Coach Supervisor oversees and manages the family support program from referral to the end of an assignment. This involves overseeing referral calls, assessment of families, identification of an appropriate Family Friend arrangement, assignment and supervision of Family Coach, and ensuring the team is equipped to support the family. When no Family Coach is available, takes that role until one is found. This position is preferably part-time, but full-time applicants will be considered.

- Provide clinical/safety oversight of SFFC program implementation.
- Provide supervision and training for volunteer Family Coaches serving in each of the partner churches.
- Develop relationship with referral sources and ensure # of referrals to meet performance metrics.
- Provide emergency, on-call support to staff and volunteers in SFFC program.

Core Responsibilities:

1. Handling incoming referrals. Being the point-person for incoming phone calls and emails from agencies working with at-risk families and also dealing directly with in-crisis parents. Creating a case file on the database and entering all relevant info.
2. Information gathering and screening. Following up with referrals and screening them according to pre-determined risk thresholds, by telephone or in-person. Being friendly but discerning, obtaining relevant facts and information and building up a picture of the crisis situation. Screening out inappropriate arrangements at an early stage. Liaising with other agencies who may hold relevant information pertinent to the family.
3. Help parent self-identify targeted goals that lead to family stabilization.
4. Assist in promoting community relations and program publicity which includes: outreach to community service providers, managing relationships with referring agencies, and creating a resource network for families.
5. Responsible for completing Family Coach interviews, approve/deny volunteer Family Coaches.
6. Develop and implement trainings for volunteer coaches and on-going training for Safe Family volunteers.
7. Responsible for supervising and supporting Family Coaches.
8. Ensures Family Coaches help parents re-assess goals and progress after 6 months.
9. Consult with Chapter Director on difficult referrals, determine program "fit" and match to Family Friend/Family Coach.
10. Participate in tracking/reporting of information pertinent to program evaluation.
11. Maintain current knowledge pertaining to Safe Families family coaching; continue professional development through seminars and conferences.
12. Participate in all Safe Family staff functions, bi-weekly meetings, and supervision.

Qualifications:

1. Must be willing and able to support the mission of Safe Families.
2. Master's degree from an accredited college or university in one of the following areas: Social Work; Psychology, Education, Nursing, etc.
3. Experience working with at-risk children and families.
4. Excellent communication skills conveying both compassion with struggling parents and credibility with referring agencies.
5. Well organized and able to prioritize and manage time efficiently and to work autonomously and from home.
6. Ability to communicate effectively and work collaboratively with staff, volunteers, and community partners.
7. Discreet in dealing with confidential / sensitive information.
8. Willing to work evenings and weekends as needed.

Desired Qualifications:

1. License or LMSW.
2. Fluency in Spanish.
3. Experience supervising staff and/or interns.
4. Experience collaborating with local faith communities.
5. Previous supervisory experience, including recruiting, training, and mobilizing large groups of volunteers.
6. Public speaking experience in a variety of settings including child welfare, faith communities, and collaborative networks.
7. Flexibility to respond to a changing environment.
8. Alert to issues of safeguarding and child protection.

Screenings:

The applicant must pass a child abuse and neglect screening (SCR), NYS and FBI fingerprints, and maintain a cleared status throughout employment.

Note: This job description does not constitute an employment contract or an offer of employment. Safe Families reserves the right to change and/or modify this job description. Every effort has been expended to ensure the accuracy and thoroughness of the job descriptions; however, it is not possible to detail every single task of the job or predict some circumstances and changes. As a result, employees may be assigned to perform other related duties in support of the program and mission of Safe Families.

Performance Targets

Family Coaches Recruited	2 per month
Family Friend/ Family Coach Supervision	20 at a time
Outreach appointments	10-15 per week*
Intake	10 per month
If family coaching cases (other targets will be adjusted accordingly)	30:1 (1 FTE)

*Outreach appointments will be adjusted according to workload