



# FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

## **POSITION OPENING Respite Care Coordinator (EAST BAY)**

**ABOUT THE AGENCY:** Family Support Services is a non-profit agency founded in 1989. With offices in Oakland and San Francisco, we serve families in Alameda, San Francisco, and Contra Costa counties. Our programs target families, youth and children whose health and welfare are vulnerable as a result of a variety of circumstances.

### **PROGRAM DESCRIPTION:**

The East Bay Respite Program provides respite services to caregivers (birth parents, resource parents, and relative caregivers) of children who have experienced abuse, neglect, pre-natal drug exposure, have a developmental disability, are HIV positive or who are at risk due to issues of abuse. The goal of the respite program is to strengthen and support families caring for children with special needs by providing them with a break from the challenges and responsibilities of caring for their children.

### **DUTIES AND RESPONSIBILITIES:**

- Coordinate respite services for families who have children with special needs
- Make initial home visits to new families to learn about the respite needs of the family, and to explain the respite program in a professional and comprehensive manner
- Write up a thorough home study and enter information in the database in a timely manner
- Obtain information for client referrals and recommend acceptance or denial of referral
- Match families with appropriate respite providers
- Inform providers about the children's special needs, household rules and parent preferences
- Follow up on all new and ongoing respite situations to determine client and provider satisfaction
- Assist with problem solving for families and providers in the event of an unsatisfactory match
- Maintain client records through the use of an internal database and hard files
- Enter data into the respite database and other information systems, as needed
- Process and review respite providers' timesheets for accuracy on hours and mileage
- Send and track quarterly usage reports and maintain quarterly usage logs
- Exercise good decision-making skills and assess situations for safety of providers and children
- Demonstrate basic knowledge of child development

### **ADDITIONAL DUTIES:**

- Document all emergencies or incidents and report them to the Respite Program Supervisor
- Complete and submit all forms accurately, thoroughly and in a timely manner
- Attend and actively participate in staff meetings, in-service trainings and workshops, as scheduled
- Assist the other Respite Care Coordinator and the Respite Program Supervisor, as needed
- Assist Respite Program Director with program compliance, as needed
- Provide back-up respite with families/groups, as needed
- Fulfill other duties as assigned

### **QUALIFICATIONS:**

- BA degree preferred or 2 years of administrative experience
- Bilingual English/Spanish preferred
- Proficiency with MS Word and aptitude with databases
- Excellent organizational and interpersonal skills
- Good verbal and written communication skills
- Ability to work well individually and as part of a team
- Excellent attention to detail
- Respect for and ability to work with persons from diverse ethnic backgrounds
- Must have own transportation, including a valid California driver's license, current automobile registration, insurance and a good driving record (1 point or less on DMV record)

**HOURS OF WORK:**

Office hours are Monday through Friday, 9am –5pm. Due to health and safety regulations related to COVID-19, staff currently splits time working in the office and working remotely from home. Some evenings and weekends are required.

**STARTING SALARY RANGE:**

\$34,000 - \$36,000 DOE (Full-time = 37.5 hours/week) Bilingual salary differential available. Excellent benefits including health, dental, vision, & life insurance plus retirement plan.

**PLEASE SEND RÉSUMÉ AND COVER LETTER TO:** Raelene Okoh, Program Supervisor, at [Rokoh@fssba.org](mailto:Rokoh@fssba.org)  
Include in the subject line: **Respite Care Coordinator Position** Fax: 510-834-1548 [www.fssba.org](http://www.fssba.org)  
**The deadline to apply for this position is November 25, 2020 by 5:00pm. Resumes received after the deadline will not be considered.**

Please attach all documents in PDF format. All other file types/formats will not be considered. Only candidates who meet our selection criteria will be contacted for the next step in our hiring process. Thank you for your interest in our position. We appreciate the time you have taken to apply.

Family Support Services is committed to workforce diversity. Qualified applicants will receive full consideration without regard to age, race, color, religion, gender, gender identity, sexual orientation, health status or national origin.

*Posted 11/18/2020*