



FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

ABOUT THE AGENCY: Family Support Services is a non-profit organization 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.

POSITIONS: Program Supervisor (Respite/Child Care) – (Bilingual) - San Francisco

Posted 6/1/2022

PROGRAM DESCRIPTION: San Francisco Respite / Child Care Program serves foster children, children at risk of abuse or neglect, and CalWORKs families. The goal of the program is to strengthen and support families by providing a break for caregivers from the routine responsibilities of caring for their children, and Emergency back-up / Mildly ill child care for CalWORKs families

JOB DUTIES: The Program Supervisor is responsible for oversight and training of out-of-home respite/childcare providers, supervising Family Support Specialist, coordinating respite/childcare services, providing outreach to potential clients and providers. Assisting with management information system (MIS). In addition, the Program Supervisor assists the Program Director with overall program management. Duties of the Program Supervisor include:

- Supervise Family Support Specialist
- Serving as liaison to the contracted license family day care providers.
- Communicating regularly with families and agencies regarding the effectiveness of services.
- Addressing any concerns with providers or families.
- Processing timesheets in a timely manner, including contacting providers as necessary to resolve timesheet problems, etc.
- In coordination with the Program Director, identify and provide staff and providers with development and training opportunities.
- Conducting annual reviews of the family daycare homes and maintaining proper documentation of provider contacts and special incidents.
- Assisting with the scheduling and coordination of respite/childcare services
- Ensuring timely, accurate, and thorough case record keeping.
- Supporting the maintenance of the data in the management information system (MIS).
- Providing outreach to the community regarding program services.
- Fulfill other duties as assigned

MINIMUM QUALIFICATIONS:

- Bachelor's degree required
- Bilingual preferred (English/ Cantonese /Mandarin / Spanish)
- Minimum of two years of supervisory experience preferred.
- Excellent verbal, *and* written communication skills; including *the* ability to use motivational interviewing skills.
- Experience in childcare and working in the community with families and children.
- Ability to work independently and in a team environment.
- Comfortable in interacting with individuals' diverse communities and socio-economic backgrounds.
- Flexibility to work some evening and/or weekend hours.
- Must be mature, tolerant of others, friendly, warm, understanding, and sensitive to the needs/problems of high-risk families.
- Requires CA driver's license w/a clear DMV record.
- Must be able to receive clearance through a fingerprint/background check (DOJ and Child Abuse).
- Covid-19 vaccination required
- Working knowledge of Microsoft computer applications (Word, Excel, etc.) and database entry.
- Must be physically able to perform all job duties which may include walking, bending, lifting, and kneeling, and driving

STARTING SALARY RANGE: \$62,400 - \$64,000 DOE (bilingual differential available). (Full time = 37.5 hours/week)

EXCELENT BENEFITS: HEALTH, DENTAL, VISION, LIFE INSURANCE, COMMUTER CHECKS AND RETIREMENT PLAN.

EXCELLENT FRINGE BENEFITS: VACATION, PERSONAL TIME & SICK TIME AVAILABLE.

TO APPLY, YOU MUST SEND A COVER LETTER AND RESUME TO:

Elyin Soto-Arnold, Respite / Childcare Program Director, at esotoarnold@fssba-sf.org

Family Support Services, 205 13th Street, Suite 3150, San Francisco, CA 94103 www.fssba.org

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.