

## **JOB ANNOUNCEMENT**

### **Family and Provider Engagement Specialist (Temporary Position)**

**Date Posted:** 04.17.2026

**Status:** Full-Time, Non-exempt, Temporary

**Primary Office Location:** Oakland (Onsite)

#### **ABOUT US:**

**Family Support Services (FSS)**, a nonprofit organization has been strengthening Bay Area families for more than 40 years through a powerful mix of respite care, family preservation, kinship support, youth mentoring, caregiver groups, and community-based services. Serving families across Alameda, San Francisco, and Contra Costa counties, FSS is deeply mission-driven and committed to helping families stay healthy, connected, and resilient—while delivering compassionate, high-quality respite care.

The East Bay Respite Program supports caregivers—birth parents, foster parents, and relative caregivers—raising children impacted by trauma, developmental disabilities, and complex needs. Funded by the Area Agency on Aging (AAA), Alameda County (CARI/FFH), and the Regional Center of the East Bay (RCEB), the program gives families the space to rest, recharge, and keep showing up strong for their children.

As the Family & Provider Engagement Specialist, you'll be part of a close-knit, collaborative team supporting families and the trained respite providers who deliver home childcare. Working alongside Respite Care Coordinators, the Respite Supervisor, and the Respite Outreach Case Manager, you'll help connect people to care, strengthen relationships, and ensure families and providers feel supported every step of the way.

**The Opportunity:** This isn't your typical entry-level role. It's a chance to jump in, learn fast, and be part of real impact from day one. We're looking for someone who's a natural connector, a strong communicator, and a self-starter who's down to wearing a few different hats and grow along the way. As our Family & Provider Engagement Specialist, you'll sit at the intersection of three core program functions:

#### **Key Responsibilities:**

##### **Family Engagement & Relationship Building**

- In the role of care manager, conduct relationship-centered outreach to enrolled families to build trust and support consistent use of authorized respite hours.
- Serve as a bilingual (English/Spanish) point of connection for Spanish-speaking families—ensuring they feel heard, supported, and empowered every step of the way
- Conduct thoughtful follow-ups after respite sessions to gather family feedback, address concerns, and strengthen trust in our services
- Shadow Respite Care Coordinators as a backup, gaining hands-on experience with case management, systems navigation, and program workflow

##### **Provider Recruitment Support**

- Build relationships with prospective respite providers by following up consistently and keeping applicants engaged throughout onboarding
- Monitor applicant progress, identify bottlenecks, and flag issues quickly to the Supervisor to keep the process moving
- Help collect and verify onboarding documentation to streamline approvals and reduce wait times for families

##### **Community Outreach & Digital Marketing**

- Be an ambassador for rest, relief, and resilience by building authentic relationships with RCEB-contracted vendors, community-based organizations, and local partners—helping more families discover support when they need it most

- Help tell our story online by supporting bilingual SEO and digital outreach campaigns (Google Ads, Meta) that connect families and providers to care where they already spend their time
- Take ownership of keeping our program listings, job postings, and community directories fresh, accessible, and inviting—because small details can open big doors for families
- Bring creativity and heart to developing bilingual flyers, one-pagers, and social media content that reflects our mission, values, and the real people we serve
- Track outreach efforts, notice what’s working, and share insights with the Program Director—so your ideas help shape how our impact grows across the community

**QUALIFICATIONS:**

- Fluent in English and Spanish — written and spoken (required)
- A people person — you genuinely enjoy making calls, building relationships, following up, and making a difference in families’ lives
- Organized and self-directed — you can manage multiple priorities without constant oversight.
- Experience in outreach, community engagement, social services, or a customer-facing role
- Comfortable with Microsoft Office and willing to learn our database systems
- Familiarity with SEO basics or digital advertising is a plus — but a willingness to learn is what matters
- Bachelor’s degree in Social Work, Communications, Human Services or related field preferred; relevant experience considered
- Must have a valid CA driver’s license, reliable transportation, and a clean driving record
- Must clear a background check and complete FSS training
- Respect for and ability to work with people from diverse ethnic backgrounds
- CPR and First Aid certification
- Must be physically able to perform all job responsibilities, which may include duties such as sitting, bending, kneeling or lifting

**HOURS OF WORK/AVAILABILITY:**

37.5 hours per week, including some evenings and weekends. This six-month temporary position offers an exciting opportunity to make immediate impact, with the possibility of extension or permanent hire based on performance and grant funding.

**COMPENSATION:** \$20.00 - \$25.00 per hour DOE.

**APPLY:**

Please email your résumé and cover letter to: [AdminHR@fssba.org](mailto:AdminHR@fssba.org). **Please attach resume and cover letter 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  
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**Family Support Services is an equal opportunity employer.** 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.