

Family Support Manager Job Description

Position: Family Support Manager/ Coordinator * based on level of education

Supervisor: Safe Families Director

Classification: Exempt

Position Summary:

The Family Support Manager is a key member of the Safe Families Austin team. They assist with volunteer onboarding, referral intake, and Circle of Support oversight and management.

- Provide safety oversight of SFFC program implementation.
- Provide supervision and training for SFFC volunteer family coaches serving in each of the partner churches, as well as counseling/social work/etc interns from local universities.
- Develop relationship with referral sources and ensure number of referrals to meet performance metrics.
- Provide emergency, on-call support to staff and volunteers in SFFC program.

Core Responsibilities:

1. Assist in promoting community relations and program publicity which includes: outreach to community service providers. Maintain effective relationships with church representative and community agencies.
2. Responsible for completing home studies and interviews of all volunteer families and family coaches, approve/deny volunteers, and completion of all necessary paperwork for approval of volunteers.
3. Responsible for supervising, training and supporting Family Coach and Volunteers families on all aspects of the hosting and serving process, including being available on an emergency, on-call basis.
4. Ensures family coaches help parents set goals and efficiently work to fulfill those goals.
5. Assist with maintaining files for all Safe Families volunteers ensuring that they are complete with regard to all the necessary particulars.
6. Participate in networking with local community resource providers to create a referral base and resource network.
7. Consult with Family Coach Supervisor on referrals, determine program "fit" and match to Host Family/ Family Friend, and assist with establishing hosting arrangements.
8. Responsible for quality of interactions with families: to plan, develop, and encourage a coaching plan.
9. Ensure participation of on-going training for Safe Families staff, volunteers and parents.
10. Participate in tracking/reporting of information pertinent to recruitment, training, and clearing/certifying volunteers.
11. Facilitate the selection of volunteers, transportation, and placement of children into host family homes and other supportive services with Safe Families volunteers.

12. Assist in the connection of Safe Families volunteers, local churches, and community members
13. Participate in professional development through seminars and conferences.
14. Participate in all Safe Family staff functions, weekly meetings, and supervision.
15. Facilitate quality assurance/quality improvement activities with volunteer Family Coaches and all direct contact volunteers.
16. Participate in fundraising activities and other events to promote the Safe Families for Children movement.

Qualifications:

1. Bachelor's Degree with a preferred Master's degree from an accredited college or university in one of the following areas: Social Work; Psychology, Education, Nursing, etc.
1. Experience working with at-risk children and families
2. The ability to schedule one's time and to work autonomously.
3. Must provide own transportation and willing to transport children as needed
4. One must also be able to communicate effectively and work with staff, volunteers, and community partners.
5. Must be willing and able to support the mission of Safe Families for Children.
6. Willing to work evenings and weekends as needed

Desired Qualifications:

1. Experience collaborating with local faith communities
1. Previous supervisory experience, including recruiting, training, and mobilizing large groups of volunteers
2. Public speaking experience in a variety of settings.
3. Have an understanding of and implement local laws and liability concerns.
4. Ability to prioritize and work under pressure
5. Flexibility to respond to a changing environment

Screenings:

The applicant must submit a criminal background check, a child abuse and neglect screening, submit fingerprints and maintain a cleared status throughout employment. The applicant must have a clear the motor vehicle report in order to transport children or families.

- ❖ I acknowledge that I have received a copy of my position description.
- ❖ I certify that I am qualified and have the ability to perform the core responsibilities.
- ❖ Printed Name: _____
- ❖ Signature: _____ Date: _____

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.