



Family Support Counselor (Bilingual English/Spanish Preferred)

Position: Family Support Counselor

Work Hours: Full Time, 7.5 hours/day Monday - Friday 8:30am-5:00pm; temporary position ending November 2, 2018

Salary: \$20-\$21/hour depending on experience

Benefits: Children's Council is a family-friendly workplace offering full-time eligible employees 22 days paid vacation, 13 paid holidays, 401k with employer match, and health/dental/vision benefits upon successful completion of 30-day introductory period.

About Children's Council

For over 40 years, Children's Council has been the central hub for San Francisco's child care community. Our mission is to connect families to child care that meets their needs and to work with parents, providers and community partners to make quality child care and early education a reality for all children in our city. Our team is committed to empowering parents with the information they need to make good decisions regarding child care. We also train and equip early educators with the expert resources they need to be better at what they do and simultaneously improve the quality of child care available in our city. We believe all children must have high quality care and early education because their long-term success depends on it. If you want to be a child care champion in our community, we want you on our team.

About this Position

The Family Support Counselor duties represent one of the core services for families at Children's Council. This Counselor position plays a pivotal role in guiding parents/families through the SF3C application and enrollment process. The SF3C team has a deep commitment to working with families, a passion for early childhood education, and a talent for communicating. The ideal candidate for this position is a natural problem-solver and initiative-taker, someone with persistence who enjoys learning and finding answers. You will need great time management skills, excellent communication skills, and demonstrated conflict-management skills to meet customer needs in a fast-paced environment. This particular role will require a specialization working with low-income families and tracking outcomes using spreadsheets and in a database.

Key Responsibilities

- Family Support – The Counselor must understand eligibility and admission processes for both the California Department of Education and the SF Office for Early Care Education,

and then educate families on these subsidized child care options, both individually and through outreach events. The counselor must stay abreast of other child care related resources and benefits available to families and share as appropriate.

- Administrative - Maintains accurate, up-to-date family information in the SF3C database, and is a SF3C ambassador to other Children's Council departments. The counselor also manages mailings and other family communications on a weekly basis to ensure information is shared with active families.

Key Qualities

- You are a high energy “people person” with a positive attitude and an easy manner.
- You consider yourself an excellent communicator- you enjoy finding new ways to deliver information and engage your audience.
- You don’t get ruffled easily and are professional at all times; you manage stressful situations and conflict with grace and poise.
- You are dogged in your pursuit of solutions and you often think outside the box when it comes to helping a client.
- You thrive in a busy, bustling environment- multiple ringing phones, confused clients in front of you and staff with questions behind you
- You have experience working with families and enjoy meeting and serving a diverse population.

Required Education & Qualifications

- AA or relevant Certification plus two (2) years' experience working with low-income families OR in lieu of this, experience with low-income families using databases.
- Excellent communication, computer and database skills. Bilingual English/Spanish preferred.
- Demonstrated commitment to social justice, family empowerment and diversity, as well as knowledge of San Francisco community resources and child care programs.

How to apply:

Email your resume and cover letter to careers@childrenscouncil.org.

Children’s Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We encourage candidates from a wide range of backgrounds to apply. Individuals seeking employment at Children’s Council are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.