

Job Title: Family Engagement Manager
Department: Child Care Family Services
Reports to: Associate Director of Family Engagement
FLSA: This is a fulltime (40 hours/week) Exempt position

ABOUT CHILDREN'S COUNCIL

For more than 45 years, Children's Council has been the heart of child care and early education in San Francisco, advancing the belief that high-quality child care can transform lives and communities. Our more than 120 team members help families navigate their child care and preschool options and secure financial assistance to pay for it. We provide home-based child care businesses with the training and resources to succeed. Through a wide range of free programs and workshops, we support parents and caregivers as they build child development skills. As the city's second-largest nonprofit contractor, with an annual budget of over \$120 million, we are a major stakeholder in the child care system. We educate the public and advocate for increased investment in early education at the local and state level. If you are a child care champion, we want you on our team.

ABOUT THE CHILD CARE FAMILY SERVICES TEAM

Our Child Care Family Services Department is invested in offering a wraparound service model that builds on individual and family strengths to help families achieve positive goals and improve well-being. We offer an array of supportive services to families, which includes child care financial assistance for children 0-13, help in finding high quality child care educator in San Francisco, various levels of case management, family engagement activities and caregiver workshops.

Position Summary

The Family Engagement Manager will manage a team of staff whose primary responsibilities will include building and strengthening family engagement initiatives, family & child care coordination, subsidy eligibility determination and maintaining compliance with documentation. The Family Engagement Manager works interdependently with immediate team members and colleagues across the department and organization to help Children's Council achieve its vision, and is an enthusiastic ambassador to the organization's clients, funders, and community partners.

Key Qualities

- You are a natural leader and influencer who will champion equitable access and opportunities for our clients and families.
- You are a self-starter who excels at project management

Key Responsibilities

Program Leadership

- Develop and launch a standard family goal setting plan that models a family-centeredness approach.
- Through ongoing collaboration with key community partners, sustain ongoing relationships between staff and family.
- Cultivate a family strengthening philosophy within the team; promote a learning environment where staff continue to affirm the strengths and resilience of our families.
- Coach and train staff to ensure they build families' goals that is culturally responsive and respects the diversity of families they serve.
- Oversee a parent advisory committee and/or focus groups to create a space for families to be a thought partner in ongoing continuous program improvement that help families reach their established goals, as part of their development plan.

- Through collaboration with the Family Services management team, you will help to ensure that we are supporting families utilizing a wraparound informed service model.
- You will supervise, coach and develop a multi-disciplinary team of family service staff who perform work related to case management.

Program Administration

- You will project manage, develop and track all timelines and deliverables for case management to ensure families are reaching their established goal in their development plan.
- You will collect and analyze data to assess progress and impact.
- In collaboration with Compliance and Program Supports, ensure fiscal performance and stewardship for multiple child care contracts with funders (such as California Department of Social Services, San Francisco Human Services Agency and the Office of Early Care and Education).
- Implement and integrate policies and procedures to ensure high-quality client services in accordance with all applicable Federal, State, and Local law and regulations, and funder or other auditor requirements.
- Be the point of contact for all audits or other official inquiries about family/child eligibility, payments; or other contractual requirements or related work.
- Will perform other related duties as assigned.

Key Qualifications

- 5+ years of relevant experience in a social service and/or family-centered field
- Demonstrated leadership skills with a minimum two-year supervisory; and/or project management experience (preferably in a non-profit or social service agency)
- Proven success working effectively with various community-based organizations that support family and children
- Knowledge and experience of working with family centered and strength-based principles, such as the Family Strengthening Protective Factors Framework
- Mid to advanced digital literacy; Proficiency with Microsoft Office Suite products
- Demonstrated ability to develop and socialize metrics to measure outputs and outcomes
- A background clearance is required

Physical Requirements

- Must be able to remain stationary for extended periods of time.
- Must be able to move throughout the office, access files, meet with clients and community stakeholders.
- Requires the mental acuity to perform the essential functions as outlined in an accurate and timely fashion.

Children's Council of SF is committed to building a staff that is rich with cultural, social and experiential diversity. Candidates who want to join us on this journey and who can uniquely contribute to that goal are encouraged to apply.

Due to the Covid-19 pandemic, Children's Council operates in a hybrid model. Applicants should be comfortable with both the remote and in office scenarios.

Benefits, and Employee Perks:

We offer great benefits! Medical, dental, vision, Long-term disability, Life & Pet Insurance / Employer 401K Matching program/ Tuition Reimbursement / FSA, HSA & Transit Commuter Benefits / Generous PTO accrual - starting with over 4 weeks annually / 12 paid holidays + FH for Birthday / Lunch-n-Learn Training Program.

Applications will be considered as they are submitted. Our positions remain opened until filled.

How to apply: <https://childrenscouncilsf.bamboohr.com/jobs/view.php?id=125>

Equal Opportunity & Equity Statement:

Children’s Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We comply with all applicable state and local laws governing nondiscrimination in employment. Our practices are in alignment with our commitment to workplace equity, diversity, and inclusion. We foster a work environment where our current and future staff feel welcomed without regard to race, color, religion, gender identity, national origin, sex, age, disability or sexual orientation.