



The Family Center (TFC) is a nonprofit providing behavioral and mental health services, as well as social and legal services, to families affected by illness, crisis and loss. The Family Center has pioneered programming design and research to address the myriad of issues that challenge vulnerable New Yorkers and their families. Please visit our website at www.thefamilycenter.org to learn more.

TFC is seeking a **full-time Support Services Coordinator**. The Coordinator oversees planning, delivery and quality management of a range of in-office and remote case management for vulnerable individuals, families, and caregivers. The Coordinator supervises a team of family coordinators and care managers, and provides support around outreach, case management, notes, documentation entered into the electronic database, and other areas of work. The Coordinator reports to the Assistant Director of Behavioral Health and Support Services.

Primary Responsibilities

- Provide group and individual supervision to family coordinators and care coordinators
- In consultation with Supervisor, develop and maintain systems to monitor outcomes of case manager tasks and responsibilities in accordance with contractual deliverables
- Maintain a caseload of 4-8 families, providing home and community-based assessment, crisis intervention, care management, parenting, coaching and support
- Ensure all program assessments are conducted using a variety of locally-developed and standardized tools, and that staff develop meaningful service plan goals
- Conduct and supervise team's outreach to promote TFC's groups and other services among providers and community members
- Ensure all staff services are delivered with fidelity to program and agency protocol and documented accurately in the electronic health record system
- Aid staff with their in-office and remote needs, including but not limited to assisting with remote access tools, monitoring field schedules and ensuring work is accurate and completed in a timely manner.
- Other duties as assigned

Required Qualifications

- Bachelor's Degree
- At least 4 years' experience providing case management to vulnerable families, including delivering evidence-based interventions
- Familiarity with common resources and support needs of low-income families
- Supervisory experience

Desired Qualifications

- Master's Degree in social work or related field
- Fluent Spanish

Location: This position is eligible for hybrid work. Our office is located at 493 Nostrand Avenue, Brooklyn, NY, which is conveniently located steps away from several public transportation options.

Starting Pay Range: \$65,000.00-\$70,000.00 per year

Schedule: Full-time, exempt

Employee Benefits: The Family Center offers a highly competitive benefits package, which includes medical, dental and vision insurance, Long-Term Disability insurance, a 403(b) retirement plan, a pension plan, a Flexible Spending Account (FSA), Life Insurance, commuter benefits, a tuition reimbursement program, paid federal holidays, summer Fridays and

other early leave days throughout the year, a generous vacation policy, and extensive professional training and development opportunities.

The Family Center is a registered 501(c)(3) nonprofit, and is an eligible employer for the Public Service Loan Forgiveness Program.

At The Family Center, we are dedicated to creating a positive work environment for our team. We value relationship-building and collaboration within and across its departments. We also greatly value and appreciate our team members, their well-being and work-life integration. We strive to create a workplace where staff feel supported and receive ongoing coaching, training and opportunities for growth. The Family Center is also committed to diversity, equity and inclusion (DEI) and has a DEI program that all team members have the opportunity to participate in and contribute to.

How to Apply

Please email a resume and cover letter indicating your salary requirements to jobs@thefamilycenter.org with the subject line "Support Services Coordinator." The Family Center greatly appreciates the time and effort that candidates put into their applications, and carefully reviews each one. Due to a high volume of applicants, however, the Family Center is only able to contact those candidates that are selected for further consideration.

Equal Opportunity

The Family Center is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.