

FAMILY SUPPORT SERVICE MANAGER

WHO WE ARE -

Since 1903, YWCA Spokane has been helping women and children overcome social, economic, and personal barriers in order to accomplish their goals and achieve healthier and more fulfilling lives.

Today, areas of focus include supporting victims of intimate partner domestic violence, promoting early childhood education, and fostering the economic advancement of women. In addition to providing free, confidential, and trauma-informed programs and services to approximately 15,000 in and around Spokane, YWCA is focused on confronting racial and social justice issues impacting our clients and our community.

Every day, we work to reduce poverty and homelessness, provide economic opportunity, and assist those with limited incomes who are impacted by gender-based inequities and violence.

Funded by the State of Washington, the ECEAP (Early Childhood Education and Assistance Program) is a comprehensive preschool program that provides free services and support to eligible children and their families. The goal of the program is to help ensure all Washington children enter kindergarten ready to succeed. The program includes: early learning preschool, family support and parent involvement, and child health coordination and nutrition.

To learn more visit ywcaspokane.org/our-impact.

BENEFITS OF BEING A YWCA SPOKANE TEAM MEMBER -

Compensation for this role:

Starting Pay: \$27-\$32 per hour, depending upon experience

Position Status: Full-time, hourly, non-exempt

Schedule: 40 hours per week, 43 weeks per year; *willing to work a flexible schedule, including evenings and weekends during the school year.*

YWCA Spokane offers a competitive benefit* package including;

- Medical, dental and vision insurance
- 11 Paid Holidays
- Paid Time Off (accessible at time of hire)
- Ongoing training and development
- Flexible Spending & Dependent Care Account Options
- Employer Paid Life Insurance
- Employee Assistance Program
- Employer funded retirement plan & 401K options
- 50% off YMCA Membership

**Benefit eligibility dependent upon employment status*

WHAT WE ARE LOOKING FOR –

The Family Support Service Manager position is responsible for leading and coordinating all aspects of family support services including program development and implementation, family engagement, partnership collaboration, administration and data management and community relations. The purpose of the position is to ensure the children and families enrolled in ECEAP receive comprehensive, high-quality support to enhance their overall wellbeing. This position provides strong leadership to the family support team by promoting a culture of collaboration, innovation and continuous improvements.

WHAT YOU'LL BE DOING –

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The essential functions of the position include but are not limited to the following:

Staff Leadership:

- Hire and train family support staff
- Provide regular feedback, coaching and mentoring to family support team that enhances their skills and professional growth
- Facilitate team meetings to discuss program progress, challenges, and opportunities; fostering a sense of shared purpose and accountability
- Act as a mediator in resolving conflicts or challenges that may arise among team members or between staff and families
- Provide guidance on handling difficult situations and promote a positive approach to conflict resolution

Program Development and Implementation:

- Develop a clear and comprehensive approach for family support services that aligns with the goals and objectives of the ECEAP program
- Monitor ongoing recruitment and outreach to ensure full enrollment for all ECEAP sites
- Ensure all family support services are delivered in accordance with program policies, procedures and relevant regulations
- Regularly review and update policies and procedures related to family support services, in order to reflect best practices and changes in the field
- Maintain confidentiality according to professional standards

Family Engagement and Provider Partnerships:

- Lead and model the development of positive relationships with enrolled families
- Work collaboratively with the Education Manager to provide oversight and direction in the development of comprehensive needs assessments for enrolled families, identifying key areas of needed support and assistance
- Ensure family support staff effectively develop, deliver and monitor progress of individualized family support plans which include family goal setting and action steps to address their specific needs and aspirations
- Work in collaboration with contracted service providers to implement customized support services to children and families; ensure quality of service delivery and equitable access to services
- Oversee the family support team's facilitation of regular family engagement events and workshops to promote active participation and a strong sense of community among ECEAP families (i.e. Monthly Parent Council Meetings)

Administration and Data Management:

- Continuously monitor and ensure compliance of ECEAP performance standards, ensuring performance based contracting measures are up-to-date in the Early Learning Management System (ELMS) and monthly reports are accurately submitted
- Monitor the budget for family support services, and ensure that funds are utilized efficiently and in alignment with program priorities
- Collaborate with the program director to prioritize the effective allocation of resources for family support initiatives
- Participate in monthly contract meetings with DCYF, presenting FSS services progress, achievements and challenges

- Maintain and monitor accurate and up-to-date records in the Early Learning Management System (ELMS) for family support services provided; ensuring compliance with program reporting requirements including recruitment, eligibility and enrollment
- Analyze data related to family engagement and support to identify trends and areas for improvement
- Ensure all needed trainings, site personnel files and staff performance develop plan requirements are obtained and managed according to applicable timelines and performance standards; address discrepancies immediately upon identification
- Direct and organize staffs' participation in, and travel to the WA State Association (WAC) of ECEAP's annual meeting(s)
- As a mandatory reporter of Child Abuse and Neglect, report any incident to the appropriate legal entity according to Washington State Law

Community Relations:

- Regularly attend DCYF meetings pertaining to FSS services and Mobility Mentoring to ensure awareness and understanding of most current performance standards and best practices
- Participate as a member of the Health Advisory Committee
- Establish and maintain partnerships with community organizations, social services agencies, and other stakeholders to expand available resources and support services for families
- Represent the ECEAP program at community events, meetings, and conferences related to family support services
- Serve as an active participant of Washington State Association (WSA) of ECEAP; attend meetings, provide feedback to WSA representatives, and share information with staff and parents
- Advocate for the needs and rights of low-income families and promote awareness of the importance of early childhood education and family support

Other job duties may be assigned at any time, and may not be reflected within this job description.

WHAT YOU WILL BRING TO THE POSITION -

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

- The family support service manager role, must meet one of the following qualifications to hold this position;
 - a. Associate's degree or higher with the equivalent of 30 college quarter credits in adult education, human development, human services, family support, social work early childhood education, child development, psychology or another field directly related to the essential job functions **OR**
 - b. DCYF-approved credential from a comprehensive and competency-based Family/Social Service training program that increases knowledge and skills in providing direct services to families **OR**
 - c. A Washington State ECE Home Visitor Certificate **OR**
 - d. A Home Visitor Child Development Associate (CDA) Credential from the Council of Professional Recognition

*** Per YWCA Spokane, a Professional Development Plan will not be applicable for this position.**

Experience:

- Three or more years of experience in ECEAP, Head Start or other agency working with a low-income or high-risk population is required.
- One or more years' experience supervising staff is required.
- Must be familiar and able to clearly interpret DCYF performance standards and Washington Administrative Code (WAC) for childcare providers.
- Must maintain 20 hours of ongoing training annually; 10 hours must be STARS hours training and 5 hours in management/leadership.
- Must maintain a valid driver's license and personal vehicle insurance, as well as meet the standards applicable to the YWCA Spokane Driver Policy

Certifications and Other Requirements:

- Active first aid certification, CPR and food workers card
- Documentation of qualifications verified in MERIT; diploma, transcripts, licenses, certifications
- Record of tuberculosis (TB) test
- Must be available to work a flexible schedule, including evenings and weekends during the school year.
- YWCA Spokane values a diverse workplace and strongly encourages women, people of color, LGBT individuals, people with disabilities, members of ethnic minorities, foreign-born residents, veterans, and survivors of domestic violence to apply.

Competencies:

- Demonstrates understanding and acceptance of the mission, values, goals, and objectives of YWCA and its programs
- Works and interacts effectively with colleagues, administrators, clients and community partners; contributing to and fostering a climate of mutual understanding and appreciation
- Promotes the welfare and best interests of our clients and team members at all times
- Able to work independently in an efficient and productive manner
- Models professional decorum and mutual respect in all interactions
- Demonstrates reliability and continuous improvement

HOW TO APPLY

Please apply by submitting your **RESUME** and a **COVER LETTER** to ywca_eceap@ywcaspokane.org

YWCA of Spokane is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.