



RECRUITING SUPPORT SERVICES COORDINATORS FOR SUMMER 2019

Since 1877, The Fresh Air Fund has unlocked the limitless potential of more than 1.8 million New York City children from low-income communities. Each year, thousands of children experience outdoor summer adventures through visits with volunteer host families along the East Coast and Southern Canada and at The Fund's camps in upstate New York. Fresh Air children also participate in year-round leadership and educational programs. The Fresh Air Fund is an independent not-for-profit agency.

The Fresh Air Fund is recruiting Summer 2019 Support Services Coordinators to work in our Community Outreach, Partnerships and Support Services Department!

This is a 35-hour per week paid, seasonal position, may require evening and weekend hours. These positions are scheduled to begin in mid/late-June and will end in mid/late-August 2019.

Under the leadership of the Director of Support Services, the Support Services Coordinators work as members of the team that provides 24-hour on-call support to parents, children, host families, camp directors and volunteer leaders. Support Services Coordinators assist all parties to address child, parent, and host concerns including, but not limited to: homesickness; behavior management issues; personality conflicts, and managing incidents.

RESPONSIBILITIES

Serve on a team of professionals that provide 24/7 on-call services:

- Communicate with New York City parents/guardians, outreach partners, host families, volunteer leaders, and camp directors/ staff regarding crisis situations
- Document all communication in the customer relationship management system
- Interview children returning from summer experiences, as needed
- Make necessary service referrals for New York City parents and children
- Follow-up with host families regarding child visit evaluations
- Field work may be required
- Other tasks as assigned

QUALIFICATIONS

- Must be a licensed MSW; or possess an MSW or be a second-year MSW student with experience in child welfare or foster care systems. Related fields strongly encouraged to apply (i.e. teachers, psychologists, school Social Workers, guidance counselors, mental health specialists).
- Must have strong organizational skills and be detail oriented
- Must demonstrate outstanding interpersonal and communication skills, and comfort speaking with families and professionals alike
- Must be patient and friendly, with a high degree of professionalism
- Must have strong computer skills (Microsoft Office)
- Bilingual and fluency in languages other than English (Spanish or Mandarin strongly preferred)

Interested candidates must submit a cover letter and resume to dasirifi@freshair.org. Please indicate **Support Services Coordinator Candidate in subject line**. Incomplete applications will not be considered,

No calls please.

The Fresh Air Fund is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations and communities to apply.