



Support Services Coordinators—Summer 2020

BACKGROUND

Since 1877, The Fresh Air Fund has worked with and provided free summer experiences to New York City children from low-income communities. More than 1.8 million children have been served through two core program areas, the Fresh Air Camps on Sharpe Reservation, and through visits to volunteer host families in states along the East Coast and into southern Canada. The Fresh Air Fund is an independent, not-for-profit organization. Today, thousands of boys and girls participate in Fresh Air programs each summer.

In response to the COVID-19 pandemic, The Fresh Air Fund made the heartbreaking decision to cancel its traditional camping and Friendly Towns (visiting host family) programs for Summer 2020, but we remain steadfast in our commitment to providing a fun and enriching summer to children from New York City's low-income communities. As such, The Fresh Air Fund is planning four programming opportunities to keep the magic of summer alive: Fresh Air Everywhere (virtual programming); Fresh Air Summer Spaces (NYC-based programming); Fresh Air Youth Internships, Credentialing & Training; and Fresh Air Family Wellness. All programming is free of charge.

The Fresh Air Fund is recruiting Summer 2020 Support Services Coordinators to work in our programs this summer.

Employment Opportunity: The Fresh Air Fund is recruiting Summer 2020 Support Services Coordinators to work in our programs this summer. We are seeking Support Services Coordinators to work in three programs, described below. Some positions require travel within New York City (Summer Spaces) and some require that you live on property in Dutchess or Orange County (Family Wellness). In your cover letter, please indicate which position(s) you are applying to fill.

This 40-hour per week paid, seasonal position may require evening and weekend hours. This position is at-will. Please apply only if you have a reasonable expectation of being available for the entire summer. These positions are scheduled to begin in early/mid-July and will end in mid/late-August 2020.

Under the leadership of the Director of Support Services, the Summer Support Services Coordinators work as members of the team that provides support to parents/caregivers, children, and FAF staff. In addition to facilitating Support Circles, Support Services Coordinators assist all parties in addressing concerns including, but not limited to behavior management issues; personality conflicts; managing incidents; and accessing resources to address ongoing and emerging needs.

REQUIREMENTS AND RESPONSIBILITIES OF ALL POSITIONS

- Serve on a team of professionals that provide supportive services to NYC families
- Communicate with parents/caregivers and program staff regarding emerging and crisis situations.
- Provide immediate support to staff members who require additional assistance in difficult situations and help to resolve conflicts between program participants.
- Work on a one-to-one basis with children and families who require additional support and update staff about behavior plans.
- Address stressful situations appropriately in a fast-paced, interactive environment.
- Be knowledgeable of all emergency procedures and follow them when necessary.
- Answer phone calls from parents/caregivers to update them on their child's progress during programming and provide additional support to families. Communicate status with program staff. Follow through with communication outside of program hours as necessary.
- Document all communication in the customer relationship management system (FreshForce).
- Make necessary service referrals for parents/caregivers and children.
- Regular and reliable attendance.

ADDITIONAL JOB REQUIREMENTS FOR FRESH AIR EVERYWHERE (VIRTUAL PROGRAMMING)

- Monitor virtual spaces for safety and well-being of all children.
- Facilitate virtual Support Circles for children.
- Have access to a quiet place to work.

ADDITIONAL JOB REQUIREMENTS FOR FRESH AIR SUMMER SPACES PROGRAM (*PROPOSED PROGRAM)

- Manage in person behavioral concerns as needed.
- Manage small group engagements with up to three children at a time.
- Field work required within New York City.

ADDITIONAL JOB REQUIREMENTS FOR FRESH AIR FAMILY WELLNESS PROGRAM:

- Facilitate Support Circles for families.
- Field work in Dutchess County and/or Orange County NY required.
- Live at either the Sharpe Reservation or Harriman property.
- Be willing to travel between the two locations.
- Accommodation and meals will be provided.

QUALIFICATIONS/REQUIREMENTS

- LMSW, MSW, or second year MSW student with experience in child welfare, foster care systems, or related fields (i.e. teachers, psychologists, school social workers, guidance counselors, mental health specialists).
- Passionate about and experience working with children.
- Prior supervisory experience preferred and able to supervise in a fair and diplomatic manner.
- Access to a computer with conferencing capabilities, reliable phone line, and stable Internet access preferred. Must have strong computer skills.
- Access to appropriate, quiet working space required for Virtual program
- Strong organizational skills and be detail oriented.
- Emotionally mature with a willingness to work as a team player.
- Demonstrate outstanding interpersonal and communication skills and comfort speaking with both families and professionals.
- Flexible and willing to accept challenges and step outside comfort zone.
- Bilingual and fluency in languages other than English a plus (Spanish or Mandarin)
- Able to maintain a positive attitude.
- Available for the duration of the summer program.
- Successful completion of mandatory online orientation and ongoing professional development.
- Certified in CPR/First Aid preferred, but not mandatory

Employment Period: Through mid/late August 2020

Hours per Week: Up to 40 hours per week

Compensation: \$18 an hour MSW student, and MSW/LMSW with 2 years direct service experience eligible for up to \$22.50/hr, dependent on role or function.

Benefits: None

HOW TO APPLY

Please apply at <https://freshair.org/summer-2020-jobs/> No phone 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.