

## Support Services Associate

The Fresh Air Fund, an independent, not-for-profit youth development organization, has provided free summer experiences to more than 1.8 million New York City children from low-income communities since 1877. Despite the challenges presented by COVID-19, The Fund continues to provide safe, fun, engaging and enriching experiences for New York City youth to keep the magic of summer alive through virtual and outdoor programs. Fresh Air children also participate in year-round leadership and educational programs. For more information, visit [www.FreshAir.org](http://www.FreshAir.org).

### Position Summary

The Fresh Air Fund is recruiting Support Services Associates to work on the Community Outreach, Partnerships & Support Services team. Support Services Associates will help with all aspects of the application processes including communicating with and assisting NYC parents to complete child applications and assisting with application completion for families who may have children with special needs or special circumstances.

This is a 35-hour per week paid, seasonal position that may require evening and weekend hours. This position is fully remote and reports to the Support Services Coordinator.

**Employment Period:** Early June through mid/late August 2021

**Hours per Week:** Up to 35 hours per week

**Compensation:** \$15/hour

**Benefits:** None

### Responsibilities

- Assist with application review and processing.
- Manage a high volume of phone calls regarding summer programs, the application process, and child application status.
- Communicate with and assist parents to complete applications.
- Assist with check-in and check-out processes as needed.
- Review applications for children who may have special needs or special circumstances.
- Assist parents to complete applications by service providers as necessary.
- Assist the Support Services team with virtual engagements (*Let's Connect*).
- Other duties as assigned.

### Qualifications

- Pursuing a degree in Social Work (BSW, MSW) or related fields (i.e. Psychology).
- Strong organizational skills and detail oriented.
- Outstanding interpersonal and communication skills.
- Comfort speaking with families and professionals alike.
- Patient and friendly with a high degree of professionalism.
- Strong computer skills.
- Ability to work quickly and accurately.
- Bilingual and fluency in languages other than English a plus (e.g. Spanish, Mandarin, ASL).
- Interest in joining a youth development organization and supporting its mission and vision.

**\*Please see next page for application instructions.\***



### **Application Instructions**

To apply please, submit an application by clicking on the **Social Work Jobs** link at:

<https://freshairfund.workbrightats.com/jobs/>. **Please make sure you upload a cover letter in the application.**

**Applications without a cover letter will not be considered.** We are hiring on a rolling basis and encourage interested applicants to apply as early as possible. No calls or recruiters, 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.*