



## Seasonal Support Services Coordinator

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 summer Seasonal Support Services Coordinators to work for our programs this summer. The seasonal team provides support to parents/caregivers, children and FAF seasonal staff during the summer season. In addition to facilitating virtual groups for our participants called *Let's Connect*, the seasonal support services team assists 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.

Seasonal Support Services Coordinators will work up to 40 hours per week and the role may require evening and weekend hours. Positions are in-person and borough-based in our Summer Spaces Program but may require travel within NYC. This position reports to the Deputy Director of Community Outreach, Partnerships & Support Services and the Support Services Coordinator.

**Employment Period:** June 21, 2021 through mid/late August 2021

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

**Compensation:** \$18/hour – MSW student; \$20- \$22.50/hour – MSW, LMSW, other licensed or credentialed professional

**Benefits:** None

### Responsibilities

- 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.
  - Manage in person behavioral concerns as needed.
  - Manage small group engagements with up to three children at a time.

# the *Fresh Air* fund

*because a summer can last a lifetime™*

- Field work required within New York City.
- Other duties as assigned.

## **Qualifications**

- 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.
- Willing to work outside in various conditions with a mask on for in-person 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 your 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.
- Interest in joining a youth development organization and supporting its mission and vision.
- Successful completion of mandatory online orientation and ongoing professional development.
- Certified in CPR/First Aid preferred but not mandatory.

## **Application Instructions**

To apply, please submit an application here: <https://freshairfund.workbrightats.com/jobs/563352.html>  
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.*