



Temporary Support Services Coordinator

Since its founding in 1877, The Fresh Air Fund, a not-for-profit youth development organization, has provided free life-changing summer experiences in the outdoors to more than 1.8 million children from New York City's underserved communities. At sleep away camps in New York's Mid-Hudson Valley, visiting volunteer host families along the East Coast and in NYC-based programs, children have new experiences, learn new skills and gain new perspectives. Fresh Air children also participate in year-round leadership, career exploration and educational programs

We believe that investing in a child's journey through life provides an opportunity for young people to learn, grow and thrive in our city and beyond. The magic of a Fresh Air summer, full of new experiences and new friends, is simple yet transformative.

Position Summary

Under the leadership of the Director of Support Services, the Support Services Coordinator is integral in providing support to New York City families and their children applying to FAF programs. During the registration season, the Support Services Coordinator supervises Social Work interns to review applications for children who may have special needs/ circumstances.

During the summer months, the Support Services Coordinator supervises a team that provides 24- hour on-call support to parents, children, host families, camp directors and volunteer leaders. The Support Services Coordinator will utilize child assessment, crisis intervention, counseling and referral techniques as a means of ensuring quality in The Fresh Air Fund's summer programs. The Support Services Coordinator will work to identify opportunities for partnership and facilitate the technical training needed for community-based agencies.

This is a temporary position, hiring immediately and continuing through July 2022.

Responsibilities

- Serve as liaison between the FAF office and the community
- Manage special needs child applications for Camp and Friendly Towns programs
- Research and develop partnerships with potential agencies serving children with special needs, foster care and homeless shelters
- Identify and maintain a children services information and referral directory
- Assist with and/or conduct on-site child registration
- Interview and place children with special needs in Friendly Towns and Camp programs
- Act as a resource and internal subject matter specialist for current issues, trends, and changes associated with children in schools and the New York City community
- Train and supervise Social Work Interns, Volunteers and other seasonal staff
- Supervise a team of social workers that provide 24-hour on-call support during summer months
- Design and implement staffing plans to retrieve information from the 24- hour answering services enlisting the assistance of Friendly Towns and Camping Departments as needed
- Travel to community agencies in New York City as necessary
- Assist with administrative and operational duties for the department: mailings, telephone calls and the creation of marketing materials.

Requirements

- Must possess an MSW, license preferred. Related fields strongly encouraged to apply (i.e. Case Workers, School Social Workers, Guidance Counselors, Mental Health Specialists)
- Must have at least 2 years of experience in child welfare or foster care or NYC public school system. Supervisory experience a plus
- 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)

The Fresh Air Fund requires all employees to be fully vaccinated against COVID-19.

Salary & Benefits

The salary range for this role is \$25-\$28 hour, commensurate with experience.

Application Instructions

To apply, please submit a [Support Services Coordinator application](#). 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.