



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.

Position Summary

The Fresh Air Fund is recruiting Summer **Seasonal Support Services Coordinators** to work in our programs this summer under the leadership of the Deputy Director of Community Outreach & Support Services, and/or Support Services Coordinator. This is a 35 hour per week paid, seasonal position that may require evening, overnight and weekend hours. Some positions require travel within New York City (Summer Spaces). In your cover letter, please indicate which position(s) you are applying to. 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 mid-late June and will end in mid/late-August 2022.

The seasonal team provides support to parents/caregivers, children, and FAF staff during the summer season. 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. All positions are hybrid.

Employment Period: June 2022 through mid/late August 2022

Hours per Week: Up to 40 hours per week

Compensation: \$18/hour – MSW student; \$20- \$25/hour – MSW, LMSW, other licensed or credentialed professional

Benefits: None

Responsibilities

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.

the *Fresh Air* fund

because a summer can last a lifetime™

- Regular and reliable attendance.
- Other duties as assigned.

Additional Job Requirements:

Fresh Air Summer Teen Academy

- Monitor virtual spaces for safety and well-being of all children.
- Access to a computer with conferencing capabilities, reliable phone line, and stable Internet access preferred. Must have strong computer skills.
- Have access to a quiet place to work.

Summer Spaces 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.

Friendly Towns Program

- Communicate with New York City parents/guardians, outreach partners, host families, and volunteer leaders regarding urgent/crisis situations.
- Interview children in person and virtually returning from summer experiences, as needed.
- Follow up with host families regarding child visit evaluations.

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.
- 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 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 if working for Summer Spaces program.

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.



Application Instructions

To apply, please submit a [Support Services Coordinator application](#) and cover letter. We are hiring on a rolling basis and encourage interested applicants to apply as early as possible. No calls or recruiters, please.

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The Fresh Air Fund requires all employees to be fully vaccinated against COVID-19 to work at The Fresh Air Fund. We adopted this policy to safeguard the health of our employees and their families, Fresh Air children and families, and the community at large from infectious diseases. An individual is considered fully vaccinated two or more weeks following receipt of the second dose in a 2-dose series of a COVID-19 vaccine, or two or more weeks following receipt of one dose of a single dose COVID-19 vaccine.