



Support Services Manager (LMSW, SIFI)

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. Young people also participate in year-round leadership, career exploration and educational programs. For more information, visit www.FreshAir.org.

Position Summary

The Community Outreach, Partnerships & Support Services Department (COSS) is integral to the outreach and engagement of New York City families on behalf of The Fresh Air Fund (FAF). The team executes FAF's outreach and engagement efforts with community partners and New York City families. Specifically, COSS: 1) cultivates and strengthens relationships with community-based partners to introduce FAF and our programs, create program partnerships, and enroll children into FAF summer programs; 2) develops community partnerships to connect FAF participants in need of support services to community resources; and 3) provides support to FAF children, their families, and host families to ensure the best possible summer experience.

Reporting to the Director of Community Outreach, Partnerships & Support Services, the **Support Services Manager** is integral in providing support to New York City families and the children applying to The Fresh Air Fund's programs. The Manager takes the lead in promoting The Fresh Air Fund's programs to the community at-large, specifically foster care agencies and organizations that provide services to children in homeless shelters, through direct outreach and engagement to raise awareness of FAF. The Support Services Manager will work with all FAF teams to ensure success for FAF children and families, and is responsible for: promoting the Fresh Air Fund and educating communities about FAF's enriching summer opportunities for children; identifying opportunities for partnerships that facilitate the registration and placement of children into our summer programs; supporting families through the application process; and initiating partnerships with organizations offering services that meet our children's needs both during the summer and year round.

During the registration season, the Community Outreach and Support Services Manager will supervise the Social Work interns and Support Services Associates, to review applications for children who may have special needs/ circumstances.

During the summer months, the Support Services Manager will supervise a team of seasonal professional staff that provide 24- hour on-call support to parents, children, host families, camp directors and volunteer leaders. The Support Services Manager 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 Manager will work to identify opportunities for partnership and facilitate the technical training needed for community-based agencies.

Responsibilities

Administrative

- Participate in all COSS projects.
- Assist with administrative and operational duties for the department: mailings, telephone calls and the creation of marketing materials.

- Additional duties as assigned.

Support Services – year-round

- Serve as liaison between the FAF office and the community.
- Serve as content area specialist for The Fresh Air Fund, acting as a resource for current issues, trends, and changes associated with children's well-being.
- Research and develop partnerships with potential agencies serving children with special needs, foster care and children in temporary housing or homeless shelters.
- Identify and maintain a children services information and referral directory.
- Conduct on-site child registration.
- Travel to community agencies in New York City as necessary.
- Review child applications and provide ongoing support to families in order to complete summer opportunity applications.
- Interview and make placement decisions in collaboration with program staff for children with special needs/ circumstances.
- Design and implement staffing plans provide requisite coverage to support participating children, NYC and Host families, volunteers, and staff from first departure through last return.
- Train and supervise Social Work Interns, Support Services Associates, volunteers and other seasonal staff.
- Create a Support Services Network of direct service providers and policy experts to serve as a resource for Fresh Air Fund staff and families.
- Serve as field supervisor/instructor for BSW and MSW level interns.
- Maintain and update resource guide/referral directory to support NYC families.

Summer Operations

- Assist with and lead support services staff hiring and training for program staff as necessary.
- Support all program teams with matching and placing children in summer experiences.
- Design and implement staffing plans to retrieve information from the 24-hour answering services.
- Serve as a lead social worker for issues that arise from children while at camp, Friendly Towns and children participating in year-round programs. Traveling to camps or Friendly Towns will be required as necessary.
- Assist and support with the execution of protocols for managing cases and crises during programming.
- Collaborate with Deputy Directors of Friendly Towns, Camping, & Teen Programs as strategic thought partners to identify opportunities and propose strategies to improve programming and support services delivery to NYC and Host families and volunteers.
- Provide guidance to Social Worker(s) and seasonal staff when they are handling calls and cases.
- Serve as a key support for support services staff, including serving as back-up on call in rotation with other identified senior leadership team members (and other colleagues, as applicable).
- Serve as lead social worker for program staff regarding issues that may arise in camp, Friendly Towns and year-round programs.
- Serve as an active consultant for program Directors and Deputy Directors.
- Other responsibilities as identified and assigned.

Qualifications

- Must possess an MSW, LMSW required.
- SIFI certification required.
- 3+ years' experience in the field of children's services/child welfare or foster care or NYC public school system, volunteer management, not-for-profit operations, community outreach, customer services or equivalent combination of experience, education and training.
- Supervisory skills.

- 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.
- Competency on office computer applications (word processing, publications, and presentations, spreadsheet and database management).
- Salesforce knowledge a plus.
- Experience engaging and working with diverse populations of youth, families, and staff.
- Project management skills.
- Ability to manage and prioritize multiple projects and deadlines in fast-paced environment.
- Ability to conduct challenging conversations.
- Effective presentation and facilitation skills.
- Bilingual and fluency in languages other than English a plus (Spanish or Chinese preferred).
- Great interest in joining a youth development organization and supporting FAF's mission and vision.

The Fresh Air Fund requires all employees to be fully vaccinated against COVID-19, including eligible booster doses, or to apply for a reasonable accommodation.

Salary & Benefits

The salary range for this role is \$70,000 - \$73,000, commensurate with experience. The Fresh Air Fund offers a generous benefits package including medical, dental and vision insurance, flexible spending accounts, commuter benefits, and employer and employee retirement contribution plans.

Application Instructions

To apply, please submit a [Support Services Manager application](#) and cover letter. 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.