

# FAMILY SUPPORT MANAGER

## JOB DEFINE



### JOB TITLE: FAMILY SUPPORT MANAGER

**Organization:** YES for Early Success Cooperative

**Reports To:** C-Suite

**Position Type:** Part-Time, Hybrid (Caseload of 4)

### Position Overview

The Family Support Manager at YES for Early Success Cooperative plays a pivotal role in guiding, training, and supporting Family Support Specialists to ensure high-quality services for families and communities. This role involves overseeing the day-to-day work of Family Support Specialists, providing training and coaching to strengthen their skills, and establishing clear pathways for meeting deliverables in alignment with the DCYF ECEAP Performance Standards and calendar. The Family Support Manager collaborates closely with Regional Directors to maintain consistent, high-quality support for families and ensure alignment with YES for Early Success's mission and goals.

### Key Responsibilities

#### 1. OVERSIGHT AND SUPPORT OF FAMILY SUPPORT SPECIALISTS

- Supervise and provide guidance to Family Support Specialists, ensuring they understand and fulfill their responsibilities as outlined in ECEAP standards.
- Conduct regular check-ins with each Family Support Specialist to review progress, address challenges, and provide coaching on best practices in family engagement and support.
- Monitor Family Support Specialists' progress in meeting program deliverables, providing corrective support and resources as needed to address gaps.

#### 2. TRAINING AND PROFESSIONAL DEVELOPMENT

- Design and implement training programs for Family Support Specialists to develop core competencies in family support, documentation, cultural responsiveness, and engagement strategies.
- Ensure that all Family Support Specialists are proficient in Mobility Mentoring techniques and SMART goal setting, equipping them to effectively support families in achieving their goals.
- Attend all required DCYF trainings to stay current with standards and relay new information to the Family Support team.
- Ensure that Family Support Specialists meet all DCYF employment requirements, including mandatory training and certification updates, and provide this information to YES HR for record-keeping and compliance.
- Create onboarding materials and conduct orientation sessions for new Family Support Specialists to ensure a strong foundation in ECEAP and YES for Early Success Cooperative policies, procedures, and performance standards.

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- Coordinate ongoing professional development aligned with DCYF requirements and YES standards, including specialized trainings on topics like family goal setting, resource navigation, and documentation practices.

#### 3. PATHWAYS FOR MEETING DELIVERABLES

- Develop structured pathways for Family Support Specialists to meet their monthly and annual deliverables as outlined in the DCYF ECEAP calendar, ensuring alignment with program goals and deadlines.
- Provide support in creating and managing schedules, checklists, and templates that facilitate the timely completion of tasks such as home visits, family engagement events, and required documentation.
- Assist Family Support Specialists in understanding and prioritizing deliverables, offering additional support during peak periods or when challenges arise in meeting program requirements.

#### 4. DOCUMENTATION AND COMPLIANCE

- Oversee the accurate and timely completion of all required documentation by Family Support Specialists, ensuring compliance with ECEAP performance standards and organizational policies.
- Conduct periodic audits of Family Support documentation to verify completeness, accuracy, and alignment with program requirements. Provide feedback and corrective action plans when documentation falls short of standards.
- Ensure that Family Support Specialists adhere to confidentiality policies and maintain secure, organized records in line with DCYF and YES for Early Success protocols.

#### 5. COLLABORATION WITH REGIONAL DIRECTORS

- Collaborate closely with Regional Directors to align family support services with the needs of each region, creating a unified approach to family engagement across sites.
- Coordinate with Regional Directors to resolve any issues or challenges faced by Family Support Specialists, ensuring consistent quality and responsiveness in service delivery.
- Attend regional team meetings to stay informed on program developments, share insights from family support activities, and facilitate seamless communication between family support and other program areas.

#### 6. FAMILY ENGAGEMENT STRATEGY

- Lead the development and implementation of a cohesive family engagement strategy, incorporating feedback from Family Support Specialists, Regional Directors, and families.
- Ensure that family engagement activities and events are aligned with ECEAP goals and reflect the values of YES for Early Success, fostering inclusive and culturally responsive support.
- Guide Family Support Specialists in planning and executing family engagement activities, including orientations, monthly family meetings, and parent policy council initiatives.

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#### 7. EVALUATION AND CONTINUOUS IMPROVEMENT

- Establish metrics and evaluation tools to measure the effectiveness of family support services, identifying areas for improvement.
- Use data from family satisfaction surveys, feedback from Family Support Specialists, and other sources to refine practices, improve service delivery, and enhance the family experience.
- Lead continuous improvement efforts within the family support program, working to align activities with YES for Early Success's mission, goals, and performance standards.

#### 8. CRISIS INTERVENTION AND FAMILY SUPPORT

- Provide guidance to Family Support Specialists in navigating complex family needs or crisis situations, offering resources and connecting families with external supports as appropriate.
- Act as an escalation point for Family Support Specialists when additional support is needed to address family concerns, referring cases to appropriate external services when necessary.
- Collaborate with the Family Support Specialists to develop individualized family support plans that address specific challenges and promote family stability.

#### 9. RESOURCE DEVELOPMENT AND REGIONAL SUPPORT

- Ensure that each Family Support Specialist maintains an active and updated list of resources specific to the region they serve, covering services such as housing, health care, and family support programs.
- Provide training and guidance on using regional resources to support families effectively and comprehensively.
- Follow up with families identified as needing additional support, helping to bridge any service gaps and offering continuous assistance.

#### 10. REPORTING AND COMMUNICATION WITH EXECUTIVE LEADERSHIP

- Create regular reports for the Executive Director detailing the progress of Family Support Specialists, training initiatives, challenges encountered, and support provided to the family support team.
- Highlight key successes, areas for improvement, and ongoing needs to executive leadership, ensuring transparency and alignment with organizational goals.
- Attend weekly check-ins with the C-Suite team to provide updates, receive feedback, and ensure alignment on strategic priorities and support needs.

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#### Position Overview

- **Education:** Bachelor's degree in Social Work, Family Services, Human Services, Early Childhood Education, or a related field (Master's degree preferred).
- **Experience:** Minimum of 3 years of experience in family support, early childhood education, or social services, with supervisory experience preferred. Experience with ECEAP, Head Start, or similar early learning programs is highly desirable.
- **Knowledge:** In-depth understanding of DCYF ECEAP performance standards, early childhood development, and family engagement best practices.

#### Position Overview

- **Education:** Bachelor's degree in Social Work, Family Services, Human Services, Early Childhood Education, or a related field (Master's degree preferred).
- **Experience:** Minimum of 3 years of experience in family support, early childhood education, or social services, with supervisory experience preferred. Experience with ECEAP, Head Start, or similar early learning programs is highly desirable.
- **Knowledge:** In-depth understanding of DCYF ECEAP performance standards, early childhood development, and family engagement best practices.
- **Skills:**
  - **Leadership and Coaching:** Ability to mentor, train, and support staff with a focus on professional growth and quality improvement.
  - **Organizational Skills:** Strong skills in managing multiple priorities, setting clear expectations, and meeting deadlines.
  - **Communication:** Excellent written, verbal, and digital communication skills, with the ability to engage effectively with a wide range of stakeholders.
  - **Problem-Solving:** Proactive approach to identifying challenges and implementing solutions to support family and program needs.

#### Key Competencies

- **Collaboration:** Demonstrated ability to work effectively with Family Support Specialists, Regional Directors, and other team members to achieve program goals.
- **Cultural Responsiveness:** Commitment to understanding and supporting families from diverse backgrounds, with a focus on equity and inclusion.
- **Flexibility:** Ability to adapt to evolving program needs, family circumstances, and organizational priorities.

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#### **Working Conditions**

The Family Support Manager works in a hybrid environment, balancing in-office meetings, virtual check-ins, and occasional site visits. This position may involve occasional evening or weekend work to support family engagement activities and ensure timely deliverable completion.

#### **To Apply**

Interested candidates should submit a resume and cover letter outlining their experience and passion for family support to [office@yesforearlysucces.org](mailto:office@yesforearlysucces.org).

YES for Early Success Cooperative is an equal-opportunity employer that values diversity and strives to create an inclusive environment for all employees.

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#### Family Support Manager Task List

##### OVERSIGHT AND SUPPORT OF FAMILY SUPPORT SPECIALISTS

- Supervise and provide guidance to Family Support Specialists to ensure they fulfill ECEAP standards.
- Conduct regular check-ins with Family Support Specialists to review progress, address challenges, and provide coaching.
- Monitor progress on program deliverables, providing corrective support and resources as needed.

##### TRAINING AND PROFESSIONAL DEVELOPMENT

- Design and implement training programs to build competencies in family support, documentation, and engagement strategies.
- Ensure proficiency in Mobility Mentoring techniques and SMART goal setting for all Family Support Specialists.
- Attend all required DCYF trainings to stay updated and relay new information to the team.
- Ensure Family Support Specialists meet all DCYF employment requirements and provide this information to YES HR.
- Develop onboarding materials and conduct orientation sessions for new Family Support Specialists.
- Coordinate ongoing professional development aligned with DCYF requirements and YES standards.

##### PATHWAYS FOR MEETING DELIVERABLES

- Develop structured pathways for Family Support Specialists to meet monthly and annual deliverables as per the DCYF ECEAP calendar.
- Support Family Support Specialists in creating schedules, checklists, and templates for timely completion of tasks.
- Assist in prioritizing deliverables and provide additional support during peak periods.

##### DOCUMENTATION AND COMPLIANCE

- Oversee the completion of required documentation to ensure compliance with ECEAP performance standards.
- Conduct periodic audits of Family Support documentation for accuracy and completeness.
- Ensure adherence to confidentiality policies and organized record-keeping in line with DCYF protocols.

##### COLLABORATION WITH REGIONAL DIRECTORS

- Work closely with Regional Directors to align family support services across regions.
- Resolve challenges faced by Family Support Specialists in collaboration with Regional Directors.
- Attend regional team meetings to stay informed on program developments and facilitate communication.

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#### Family Support Manager Task List

##### FAMILY ENGAGEMENT STRATEGY

- Lead the development and implementation of a cohesive family engagement strategy.
- Ensure family engagement activities align with ECEAP goals and YES for Early Success values.
- Guide Family Support Specialists in planning family engagement activities, including orientations, monthly meetings, and policy council initiatives.

##### EVALUATION AND CONTINUOUS IMPROVEMENT

- Establish metrics to measure the effectiveness of family support services.
- Use data from family satisfaction surveys and feedback to refine practices and enhance family experiences.
- Lead continuous improvement efforts within the family support program.

##### RESOURCE DEVELOPMENT AND REGIONAL SUPPORT

- Ensure Family Support Specialists maintain an active list of resources for their regions.
- Train Family Support Specialists on using regional resources to support families effectively.
- Follow up with families needing additional support to bridge service gaps.

##### REPORTING AND COMMUNICATION WITH EXECUTIVE LEADERSHIP

- Create regular reports for the Executive Director on Family Support Specialist progress, challenges, and support provided.
- Attend weekly check-ins with the C-Suite team to provide updates and ensure alignment on strategic priorities.

This task list provides a structured guide for the Family Support Manager's responsibilities to support team members, meet program standards, and uphold the organization's mission and values.

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#### Family Support Manager Key Performance Indicators (KPIs)

##### OVERSIGHT AND SUPPORT

- Conduct regular check-ins with all Family Support Specialists (weekly or bi-weekly as needed).
- Achieve a 95% compliance rate in Family Support Specialist completion of deliverables as per the DCYF ECEAP calendar.
- Ensure 100% of Family Support Specialists receive coaching and guidance on identified areas for improvement.

##### TRAINING AND PROFESSIONAL DEVELOPMENT

- Ensure 100% of Family Support Specialists complete Mobility Mentoring and SMART goal-setting training.
- Attend 100% of required DCYF trainings and ensure relevant updates are communicated to the team.
- Ensure all DCYF employment requirements for Family Support Specialists are met and documented with HR.
- Provide onboarding training for all new hires within the first two weeks of employment.

##### DOCUMENTATION AND COMPLIANCE

- Maintain a 100% compliance rate in Family Support documentation audits with no major discrepancies.
- Ensure that 100% of Family Support Specialists adhere to confidentiality policies and secure record-keeping practices.
- Complete quarterly documentation audits to identify and address gaps or errors in record-keeping.

##### PATHWAYS FOR MEETING DELIVERABLES

- Develop and implement structured deliverable pathways for all Family Support Specialists by the beginning of each quarter.
- Ensure 90% of Family Support Specialists meet monthly and annual deliverables on time, with corrective action plans in place for delays.

##### COLLABORATION WITH REGIONAL DIRECTORS

- Hold regular (weekly or bi-weekly) collaborative meetings with Regional Directors to align on family support strategies.
- Achieve a 95% satisfaction rate from Regional Directors on support and collaboration in annual performance feedback.

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#### Family Support Manager Key Performance Indicators (KPIs)

##### FAMILY ENGAGEMENT STRATEGY

- Implement a family engagement strategy with 90% participation from Family Support Specialists in monthly family events and activities.
- Conduct quarterly reviews of family engagement outcomes to ensure alignment with ECEAP and YES for Early Success goals.
- Ensure 100% of Family Support Specialists participate in family engagement events, orientations, and policy council activities as scheduled.

##### EVALUATION AND CONTINUOUS IMPROVEMENT

- Develop and track key metrics for family support services, with monthly reporting on outcomes and areas for improvement.
- Use feedback from 90% of family satisfaction surveys to inform improvements in service delivery.
- Complete at least two continuous improvement initiatives annually based on evaluation metrics and survey feedback.

##### CRISIS INTERVENTION AND FAMILY SUPPORT

- Ensure that 100% of Family Support Specialists are trained in crisis intervention protocols.
- Respond to all escalated family concerns within 48 hours, providing guidance and resources as needed.
- Develop individualized family support plans for 90% of families identified as high-need, with follow-up every quarter.

##### RESOURCE DEVELOPMENT AND REGIONAL SUPPORT

- Ensure 100% of Family Support Specialists maintain an active list of regional resources.
- Conduct quarterly reviews of regional resource lists to confirm accuracy and relevance.
- Ensure follow-up with 100% of families identified as needing additional support, with documented outcomes.

##### REPORTING AND COMMUNICATION WITH EXECUTIVE LEADERSHIP

- Submit monthly progress reports to the Executive Director on Family Support Specialist activities, challenges, and accomplishments.
- Attend 100% of scheduled weekly check-ins with the C-Suite team to provide updates and receive feedback.
- Achieve 95% completion of follow-up actions from C-Suite meetings within the agreed-upon time frame.

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### **Family Support Manager Key Performance Indicators (KPIs)**

This KPI checklist will help track the effectiveness of the Family Support Manager's oversight, training, compliance, collaboration, and support functions, ensuring alignment with the organization's mission and strategic objectives.