



# SUPPORT FOR FAMILIES

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## EDUCATION • EMPOWERMENT • EQUITY

**Position: Care Coordinator**

**Full Time Salary: \$63,000-\$65,000 depending on experience + Benefits**

**Position Available: Immediately**

Support For Families of Children with Disabilities is a non-profit organization that offers information, education, and support to families who have children with disabilities, developmental concerns, and complex medical needs. Support for Families partners with parents/caregivers and the professionals who work with them, to build stronger community, strengthen capacity to support children and families, give every child the opportunities to thrive.

Services include a phone line, drop-in center, information and referrals, support groups, parent mentor program, trainings, workshops, community education, inclusive family events, newsletter, and website. Services are provided in English, Spanish, and Cantonese.

### **Position Description:**

Care Coordinators report to the Director of Clinical Support and supports families, children, providers, and communities in San Francisco County. Care Coordinators build collaboration across sectors, including health care and early care and education with family support to ensure better outcomes for children. They are charged with providing service coordination for eligible children ages birth to five and their families to help navigate support eligibility requirements, service barriers, community supports, transition points and service linkage. They will also work in collaboration with the Support Service Team to provide additional layers of mental health support with our families. The Care Coordinator is an integral member of our team and vital to program success. They must be comfortable working with diverse populations.

### **Role Responsibilities**

- Provide guidance to families on information, laws (i.e. IDEA) and the referral process to empower families to make informed decisions about their child's support and services.
- Provide guidance to families and providers (childcare and medical) regarding how to access services, IDEA law, and follow-up/referral support, as needed.
- Enters and maintains appropriate information and timely data to serve families into internal tracking systems and databases such as Salesforce.
- Consults as needed with referring providers regarding the developmental and behavioral concerns of children.
- Interact with families by phone, email, and in person to address developmental and behavioral questions or concerns and other family needs.



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- Assists families with understanding and supporting their child's development, understand resources and services and empowers and educates them to navigate and advocate for their child(ren).
- Assesses child/family's needs and eligibility for programs/services, identifies appropriate referrals, and coordinates referral of child/family to community resources.
- Consults with service providers regarding potential referrals, appropriate referral pathways and community resources available to families.
- Conducts timely and on-going follow-up with families and providers to provide additional information and activities, monitor developmental progress, and ensure connection with services.
- Provides timely feedback to referral source and other team members on referral status and outcomes.
- Supports families and providers with completing developmental screenings (ASQ) to assess child needs and assist in the collection of ASQ data from select early care and education sites, and medical clinic sites.
- Cultivates and maintains strong interagency relationships with community agencies/resources and works collaboratively with outside agencies in the early intervention system (SFUSD, GGRC, CCS, etc.).
- Collaborates and works in partnership with other team members and programs within the agency to support the whole child (e.g. Developmental Inclusion Specialists, Developmental Screening Manager, Family Engagement Manager, Social Workers and Family Resource Specialists).
- Participate in the development of curriculum and presentation for citywide training activities and webinars.
- Co-lead and coordinate specified training modules/ webinars around service navigation, developmental screening, family engagement, and inclusive practices to Families, Community Partners and Early Childhood Programs.
- Assist in translation and proofreading of materials and trainings as requested.
- Participate and represent Support for Families in meetings as requested.
- Perform other related duties as assigned or requested.

### Qualifications and Required Skills

- Experience providing case management to families and their young children
- Knowledge of and experience with the range of services in San Francisco for children with special health care needs/ disabilities
- Established history of success in fast-paced, teamwork-oriented environment



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- Strong organizational skills and attention to detail
- Experience in data collection and reporting
- Experience in working with persons with varied experiences and diverse backgrounds
- Proficiency in Microsoft Office programs
- Proven communication skills (both written and verbal)

### **Desired Skills**

- Experience working with underserved populations, including people of color and/or mono-lingual families
- Degree in the social services or education field which includes mental health, social work, psychology, counseling, family therapy, or related field
- Parent or family member of a child with special needs and/or lived experience as a person with a disability and/or another historically excluded identity

### **Additional Information**

Essential functions of the position requires use of a telephone, working at a standard computer terminal, and the ability to follow reasonable ergonomic recommendations, sit for long periods, stand, reach, bend, lift, and carry up to 40 pounds, and driving.

Criminal background check, fingerprint imaging, and tuberculosis (TB) clearance required post-offer.

Bilingual positions require verbal and written proficiency in English as well as the second language for which the bilingual premium applies, as demonstrated through agency-administered proficiency testing.

Support Families of Children with Disabilities celebrates diversity, and is committed to creating an inclusive environment for all our employees. We encourage diverse applicants to apply. Support Families of Children with Disabilities does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity or expression), national origin, citizenship status, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status or military service.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment-qualified applicants with arrest and conviction records. If you need assistance or an accommodation due to a disability, you may contact [humanresources@supportforfamilies.org](mailto:humanresources@supportforfamilies.org). Support for Families of Children with Disabilities is an Equal Opportunity Employer. Support for Families reserves the right to revise job descriptions or work hours as required.

**EMAIL RESUME AND COVERLETTER TO [jobs@supportforfamilies.org](mailto:jobs@supportforfamilies.org)**