

## **COALITION FOR HISPANIC FAMILY SERVICES**

### **School-Based Family Support Services Supervisor**

**JOB SUMMARY:** Coalition for Hispanic Family Services (CHFS) is looking for 4 Casework Supervisors for their new School-Based Family Support Services programs, to begin July 1, 2024. Two supervisors for the Brooklyn-based program and two for the Queens-based program. The goal of SBES is to develop strong partnerships between schools, communities, and parents/caregivers in order to help children thrive, keep them safe in their homes and communities, as well as empower parents to become active participants in their children's education. Under the broad supervision of the Site Director (SD), this position is responsible for the overall casework service delivery for children and families referred by designated partner elementary and/or middle schools, self-referrals, community/school providers, or Administration for Children Services (ACS). The scope of these responsibilities include but are not limited to providing leadership, guidance, supervision of casework staff, as well as management and accountability for service delivery to children and families.

#### **RESPONSIBILITIES:**

- Provide direct administrative, educational, and supportive supervision of three Case Planners and one Case Aide
- Assure implementation of service initiatives for the program to meet all programmatic requirements and standards, including but not limited to, monitoring/managing program census and utilization, timely client-family engagement, meeting family contact requirements, family goal achievements, timely family conferences, and ongoing appropriate casework documentation
- Ensure program compliance with data collection and statistical reporting, including but not limited to timely data entry and reporting in PROMIS and CONNECTIONS systems, writing Monthly Case Reviews
- Utilizes QA Data to drive unit performance and outcomes and ensure goals and targets are routinely met and/or exceeded
- Monitors and ensures unit program compliance and readiness for ACS audits by reviewing family case records
- In partnership with program leadership, participates in the Collaborative Quality Improvement work groups to address program improvement needs
- Participates in Case Conferences to discuss family case progress, and develop intervention strategies to improve family outcomes

- Meets with SD for supervision to discuss program outcomes, intake/referrals, QA/QI data, cross-system issues, staff professional development, and high-risk family case concerns
- Complete management reports as required
- Attend ACS and agency in-house trainings as required
- As maybe required, attend community events, forums, coalitions to increase program visibility and knowledge of community resources
- One to two late nights, as may be required
- Availability on Saturdays, as may be required for program events

**QUALIFICATIONS:** Candidates must have a minimum of a master's degree in Social Work or Mental Health Counseling, experience in foster care, preventive services, school-based services, or related field. At least two years in a supervisory role. Excellent verbal and written communication skills are also required, as well as being computer literate. Bilingual in Spanish is strongly preferred.

**NOTE:** Job descriptions and specifications are not intended and should not be construed as an exhaustive list of all responsibilities, skills or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position.

**SALARY:** 65K-68K to start, commensurate with experience, degree/license, language, and skills set.