



PARENT SERVICES MANAGER

Background: Grail Family Services (GFS) fosters learning and the empowerment of vulnerable families with young children through the delivery of programs that educate, develop leadership skills, and build a sense of community. Grail Family Services is an established and well respected service provider in East San Jose. As such, hundreds of community residents walk in our family resource center to participate in our services, to get referrals, or use our Children's Library on a daily basis. We serve an average of more than 1500 children and their families annually through fifteen distinct programs and services at on site and off site locations. For more information, please see our website at www.gfsfamilyservices.org.

Position Summary: The role of GFS's Parent Services Manager is to prevent child maltreatment by increasing the knowledge, skills, and support for parents with children ages 0-5. The Parent Services Manager will ensure the proper implementation of GFS's Birth and Beyond Family Empowerment Program (FEP), which includes: (i) assessing parents' needs and strengths, developing family plans, and assisting parents to access resources; (ii) facilitating parenting workshops like NuParent and a parent support group; and (iii) supervising staff and partners to make sure GFS center-based ESL classes and our Child Enrichment Program are the best they can be. The Manager will collaborate with the family child care providers to promote families and children's access to FRC programs and services. The Parent Services Manager will supervise the Child Enrichment staff and Professional Development Coordinator.

Responsibilities

- Coordinate and integrate services provided by GFS's Family Empowerment Program
- Assess parents' needs and strengths and provide Case Management to at risk families
- Develop, implement, and evaluate family plan, particularly in the area of parenting
- Facilitate programs, including a parent support group and parenting classes, that engage parents and children in building knowledge and strengthening their bond
- Cultivate and maintain relationships with outside service providers, strategic allies and stakeholders, and county agencies, including the Santa Clara County Department of Family and Children's Services and the Santa Clara County Health Department to create linkages and develop programs and resources on behalf of East San Jose families
- Facilitate coordination among all relevant staff to ensure smooth and well-executed programs
- Conduct and oversee program reporting, which includes evaluating and assessing program effectiveness with established tools
- Represent GFS in community meetings and promote public awareness of GFS's mission
- Conduct participant recruitment and outreach in the community
- Collaborate with GFS staff in supporting the parent volunteer program
- Supervise Professional Development Coordinator
- Other duties as assigned

Required Qualifications

- Bachelor's degree in education, child development, or related field required
- At least two years of teaching/facilitation experience with adults and children
- Good interpersonal communication skills
- Ability to develop rapport with clients
- Self-starter able to take initiative
- Strong time management skills
- Ability to work closely with different professionals as part of a multidisciplinary team
- Proficient in use of computer software including MS Word, Excel, PowerPoint, Outlook
- Bilingual English/Spanish required, with excellent written and oral skills in both languages
- Prior to employment, obtain either a criminal record clearance or exemption, to include both DOJ and FBI clearances as well as a child abuse index check (CACI), per Title 22 regulations.
- Current negative Tuberculin test and health report, per Title 22 regulations (obtained prior to start). Health report and TB tests need to be less than a year old than the date of hire and no more than 7 days old from the date of hire.
- Must have valid California driver's license, insurance, and reliable transportation
- Ability to make a one-year commitment

Other desired qualifications include:

- At least two years of experience working with families
- A passion for the GFS mission and programs
- A flexible individual comfortable with a fast paced environment and with good sense of humor
- A growth-mindset and a willingness to learn

Compensation and Benefits

- Salary: \$50,000 to \$55,000 per year. Salary is commensurate with qualifications and experience.
- Full-time schedule (40-hours/week); with some evenings and/or weekend hours required.
- Medical, vision and dental insurance, valued at over \$6,000 per year, no employee shared cost.
- First year: 10 vacation days and 11 paid holidays with accrual based on 40 hours per week
- Generous sick leave policy: 8 hours per month with accrual based on 40 hours per week
- Eligible for 2 floating holidays per year after satisfying eligibility requirements
- 401(k) Retirement Plan, employee contribution only
- Flexible Spending Account (FSA)
- This position reports to the Program Director

To apply please send resume and cover letter to: jobs@gfsfamilyservices.org.

No Phone calls please

GFS is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBT applicants