



SUPPORT FOR FAMILIES

EDUCATION • EMPOWERMENT • EQUITY

Job Description

Position: Parent Mentor Coordinator/InterAgency Collaborative Coordinator (full-time, includes benefits—could also be 2 part-time positions)

Support For Families of Children with Disabilities (SFCD) is a non-profit organization that offers information, education, and support to families who have children with disabilities and special healthcare needs. Support for Families partners with parents (and the professionals who work with them) to ensure children have the services and support to thrive. Support for Families provides a phone line, drop-in center (currently by appointment only), information and referrals, 1:1 service navigation support, limited case management, support groups, parent mentor program, trainings, workshops, community education, special family events, newsletter, and website; all services are FREE for families and are provided in English, Spanish, and Cantonese/Chinese written. Many Support for Families staff are themselves parents of children with disabilities and have personal experience navigating systems for their child.

Position Description

The Interagency Collaborative on Children and Youth with Special Health Care Needs and Disabilities (CYSHCN) brings together caregivers of CYSHCN, youth, and the agencies that serve them to improve the coordination of services and supports in San Francisco. In this work, we seek to center voices of Black and Brown families and of Spanish and Cantonese speaking families, all of whom have been historically excluded in system-level decision making. This position is contingent upon grant funding and is expected to be available at least through June, 2025.

The Parent Mentor Coordinator/InterAgency Collaborative Coordinator is a full-time position (also available as 2 part-time positions) that works to engage, empower, and support families of children with disabilities and complex medical needs across San Francisco.

Reports to the InterAgency Collaborative Manager.

Role Responsibilities

- Collaborate across Support for Families to conduct outreach to build awareness of Support for Families services and engage and support families
- Facilitate English-speaking Parent Mentor matches, including periodic communications and follow-up
- Assist English-speaking Parent Mentors by providing Family Resource Specialist support--connecting them to services for their child (Parent Mentors may also be assigned to other family support staff as appropriate)
- Coordinate parent mentor trainings and parent panels

- Write quarterly articles for the Support for Families Newsletter on specific topics, as assigned

- Facilitate the English Parent Participant cohort for the InterAgency Collaborative
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- Provide administrative support for the InterAgency Collaborative (IAC), including but not limited to:
 - maintaining contact lists
 - coordinating translation/interpretation
 - creating presentations, flyers, outreach materials, and documents
 - updating IAC webpages and calendars
 - planning events
 - tracking and processing stipend payments

- Lead trainings for families

- Proactively address program challenges that arise

- Participate and contribute to all-staff meetings, team collaboration meetings and professional development activities connected to this role

- Provide families with linkages to SFCD services

- Input data to Salesforce, and work with the Data Director to streamline Salesforce functionality in facilitating Parent Mentor matches

- Perform other related duties as assigned or requested

Application Instructions

Email resume and cover letter to **jobs at supportforfamilies.com**

At **Support Families of Children with Disabilities** we celebrate diversity, are committed to creating an inclusive environment for all our employees and encourage diverse applicants to apply. Lived experience as the parent/caregiver of a child with a disability and as the member of a historically excluded community in San Francisco is highly valued. Proficiency in Spanish or Cantonese is a plus.

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, military service, or any other category protected by law.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment-qualified applicants with arrest and conviction records.

Support for Families of Children with Disabilities is an Equal Opportunity Employer

Job Type: Part-time (30 hours a week)

Salary: \$25.00 - \$28.00 per hour, based on experience and education

Benefits:

- Dental insurance
- Flexible schedule
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- Hybrid (currently 2 days a week in the office and 3 days a week remote)

COVID-19 considerations:

All employees are required to be vaccinated.

Ability to commute/relocate:

- San Francisco, CA 94103: Reliably commute or planning to relocate before starting work (Required)

Preferred Experience and Skills:

- Previous work experience in an office setting
- Strong organization skills
- Attention to detail
- Successful time management skills
- Collaborative team member
- Self-starter
- Experienced with technology (Microsoft Office Suite, Salesforce, Zoom, etc.)
- Lived experience as a parent/caregiver of a child with a disability
- Lived experience as a member of a historically excluded community
- Lived experience successfully navigating systems including GGRC, SFUSD, Medi-Cal, IHSS, etc.

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