Job Announcement

**Position:** Care Coordinator  
**Hours:** Full Time  
**Salary:** DOE + 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. Support for Families partners with parents and the professionals who work with families, 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, special family events, newsletter, and website; all services provided in English, Spanish, and Cantonese/Chinese written.

Support For Families of Children with Disabilities is partnering with The Deamer Group for recruiting and talent acquisition. Please email supportforfamilies@thedeamergroup.com if you have any questions.

**Position Description**

The Care Coordinator reports to the Director of Programs and works with Help Me Grow (HMG) Systems which supports families, children, providers, and communities in San Francisco County. HMG is a systems-change model helping entire communities of care to unite around timely developmental screening and early interventions for successful outcomes for children. HMG Care Coordinator builds 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 supports 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 maintain appropriate information and 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.
- Contact families by phone and/or email to address developmental and behavioral questions or concerns and other family needs.
- 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 Help Me Grow SF 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
• 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 field which includes mental health, social work, psychology, counseling, family therapy, or related field
• Fluent in English/Cantonese or English/Spanish
• Parent or family member of a child with special needs

Application Instructions
Apply directly on The Deamer Group website by clicking on the following link: Apply Here

At Support Families of Children with Disabilities we celebrate diversity, are committed to creating an inclusive environment for all our employees and 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 us at supportforfamilies@thedeamergroup.com.

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