
Family Services Manager
Position Reports To: Chief Impact Officer

THE COMMUNITY EDUCATION BUILDING

The Community Education Building (CEB) is a nonprofit organization that envisions a world where families thrive, and students succeed regardless of their race or zip code. An innovative co-location and shared services model focused on supporting the entire family, CEB offers vibrant programs and support systems that provide a sound foundation for each student. It serves as a hub for families by offering services such as healthy meals, life coaches, and mental health services. This model leads to deeper family engagement in their child's learning and allows schools to focus on teaching and learning, not operations and overhead. Serving over 1,500 students of color attending school in Wilmington's central business, CEB is an educational ecosystem that holistically integrates programs and resources for students and their families, ensuring that every student has an equitable opportunity to succeed.

POSITION SUMMARY

The Family Services Manager at the Community Education Building (CEB) leads efforts to support families and reduce family stressors so families can support their children's preparation for academic success. The position supervises the Family Resource Center (FRC) whose staff enrolls families in social services, helps families connect to services provided by the CEB and partner agencies, and coordinates classes and support groups for parents and families. This position leads and manages the Family Resource Center's coordination of services provided by the Community Education Building Collaborative of on-site and off-site partners.

PERSONAL TRAITS AND STRENGTHS

- Excellent communication and people skills
- Self-Motivated
- Service-oriented mindset
- Team builder
- Flexible
- Willing to assume responsibility without direct supervision and exercise sound judgment
- Willing to work flexible hours when necessary and consistently on time

KEY SKILLS AND EXPERIENCE

- Highly Organized
- Ability to work effectively with partnering agencies, volunteers, parents, and school staff
- Ability to think logically with excellent attention to detail
- Ability to manage multiple tasks simultaneously to consistently meet timeframes and deadlines
- Ability to prioritize work and manage multiple tasks effectively
- Highly proficient with Microsoft Office suite
- Must have the ability and genuine interest to learn new systems and technologies
- Good reading comprehension

KEY ROLES AND RESPONSIBILITIES

The Family Services Manager's key responsibilities include the following areas and may be changed at any time based on the organization's needs and initiatives:

- Promote a culture of empowering families and ensure the provision of a consistent pathway of care for families.
- Oversee the day-to-day FRC operations focused on the health and wellbeing of children and families in the CEB.
- Supervise, model, and mentor staff to ensure CEB provides a high-quality, appropriate, and culturally sensitive family support program.
- Provide and support FRC staff in provision of information/referral services and case management for families in need including:
 - Long-term goal setting and monitoring of those goals
 - Parent support and education classes on topics such as parenting, school expectations, literacy, health, home visitation, advocacy, and language interpretation support as warranted,
 - Crisis intervention as needed,
 - Health screenings and other community events that promote children's wellness and school success, volunteer programs including those that promote health,
 - Family engagement in children's lives, and economic well-being,
 - Special events such as a health fair or summer camp.
- Supervise maintenance of accurate and confidential client files and data tracking using required systems while complying with contractual expectations, ethical and legal standards of practice and confidentiality, and HIPAA and FERPA requirements as appropriate.
- Maintain effective communication with families and staff; develop and issue communications.
- Ensure contractual expectations and program targets are met.
- Oversee quality controls for programs including monitoring and reporting program outcomes, evaluating program effectiveness, and staying current with research in the field.
- Collaborate with colleagues within the organization to implement cross functional strategies and initiatives.
- Participate directly in neighborhood and community collaboratives and initiatives on behalf of the CEB.
- Cultivate relationships with community leaders within the neighborhoods and communities where CEB students live.
- Develop and support the execution of FRC events.
- Oversee the maintenance of the FRC database, support the preparation and compilation of reports, and respond to information requests from Senior Management.
- Conduct research as requested to remain current in trends in Family Resource Center development, illuminate best practices, development of goals and measures, and as needed to achieve the goals of the FRC.

EDUCATION AND QUALIFICATIONS

- Bachelor's degree or higher required, Master's in social work, counseling, or related field preferred
- Supervisory experience preferred
- Project Management experience required
- Minimum 3 years' experience in similar positions or comparable training
- Must pass criminal background check

- Ability to get to and from work reliably
- Bilingual Spanish/English- Preferred
- Flexible hours including nights and occasional weekends required

IMPORTANT PERFORMANCE FACTORS

- Can be depended upon to report to work at the scheduled time and is seldom absent from work.
- Can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious about assignments.
- Data and results driven.
- Communicates effectively and respectfully, both verbally and in writing, with superiors, colleagues, Board of Directors, volunteers, vendors/suppliers, and the public.
- Works effectively and relates well with others including superiors, colleagues, Board of Directors, volunteers, vendors/supplier, and the public, maintaining professional and constructive working relationships.
- Complies with written and verbal policies and procedures, as well as instructions from management.

EQUAL EMPLOYMENT OPPORTUNITY

The CEB is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex, national origin, disability, age, genetic information, or any other status protected under applicable federal, state or local law. Our policy reflects and affirms the CEB's commitment to the principles of fair employment and the elimination of all discriminatory practices.

TO APPLY

Please email a cover letter and resume to Cathy Emerson at cemerson@cebde.org with the subject line "Family Services Manager."

