



## Family & Student Support Specialist

### **THE ORGANIZATION**

Located in East Palo Alto, the [San Francisco 49ers Academy](https://www.49ersacademy.org/) is a private nonprofit agency embedded in the public school system that provides on-site services, staff, and programs to middle and high school students. Our program model allows us to address the ongoing challenges facing the most vulnerable students and help bridge the ever-widening opportunity gap.

Our mission is to provide adolescent students with a community of support that empowers them to be engaged in school, reach their full potential, and achieve academic and personal success in middle school, high school, and beyond. By providing students with the resources, relationships, and services they need, the 49ers Academy is changing lives – one student at a time.

### **POSITION OVERVIEW**

The Family & Student Support Specialist is responsible for supporting the Community Resources Manager with the program operations for the Family and Student Support Program (FSSP) program operations and implementing the Academy's program model. In addition, the Family & Student Support Specialist assists in coordinating volunteers for FSSP, organizes and keeps inventory for the 49ers Academy Giving Center, provides case management for families, is responsible for data collection, and identifies new community resources and potential partners for FSSP.

An ideal candidate would be someone with prior experience working with the East Palo Alto community (or similar community), youth and providing information on services available to families. This position reports to the Community Resources Manager and works in partnership with the 49ers Academy Program Team and leadership to ensure alignment with the Academy's strategic vision.

*Primary Duties and Responsibilities include but are not limited to the following:*

#### **Essential Duties**

- In collaboration with the Community Resources Manager, build and maintain relationships with administration, faculty, staff, students, parents/families, and community partners.
- Work with the Community Resources Manager in identifying family, student, and program needs/accomplishments as requested.
- In collaboration with the Community Resources Manager, support the planning and execution of FSSP events and field trips with assistance from 49ers Academy staff

#### **Family & Student Engagement**

- Regularly check in and provide as-needed case management with 49ers Academy families
- Facilitate referrals and connections to resources (i.e., housing, parent education, employment) as needs arise for any/all case management families



- Support the coordination of all activities for the 49ers Academy Giving Center –including the intake of donated items and distribution out
- Support the facilitation, development and or coordinating workshops/presentations for students or parents and families as deemed necessary
- Develop relationships and partnerships with families, community-based organizations, and local businesses and resources to support the goals of the 49ers Academy
- Serve as a resource for parents, families, and community members

#### **Community Partnerships**

- Support in identifying key community partners, groups, and resources,
- Aid in coordinating with community partners to identify programs and services that can enhance the Academy's program.
- Support FSSP's volunteer component, including recruitment, screening, and training.
- Establishes and maintains records on volunteer/community involvement activities or services and activities provided to the community

#### **Data Administration**

- Gather, enter and analyze student and family data for ongoing individual and programmatic evaluations
- Support the monitoring of program successes and challenges based on predetermined metrics and work with the Community Resources Manager to make adjustments or troubleshoot challenges as needed
- Support the maintenance of detailed records of school and agency partnerships and family needs, interventions, and progress
- Assist with the collection of data, photos, and family stories as needed

#### **Additional Job Functions**

- Attend weekly team meetings, training (as requested or assigned), departmental meetings, and all monthly staff meetings
- Perform other related work as required and assigned

#### **Position Structure**

- Typical schedule Monday-Friday 8:30 am-5:00 pm - Schedule will vary according to programmatic needs, events, and activities
- May attend and participate in events as required during out-of-school hours.

#### **IDEAL CANDIDATE**

Ideal candidates will possess many of the following skills and experience:

- Experience with at-risk populations and cross-cultural environments
- A commitment to the 49ers Academy mission, values, and program model, and a passion for helping students and families
- Preferred but not required, Bilingual capability (Spanish)
- Experience and ability to coordinate across different programs and initiatives
- Ability to maintain a calm, professional demeanor in the face of competing demands and external pressures



- Maturity, humility, strong work ethic, sense of humor, and roll-up-my-sleeves attitude
- An enthusiastic team player can work effectively with peers and other associates within a collegial yet demanding work environment.
- Knowledge of child and family-serving systems (child welfare, mental health, criminal justice, parks, and recreation)
- Deep knowledge and experience with local education systems
- Strong professional development leader; experience designing and facilitating high-quality professional development

### **MINIMUM SKILLS & QUALIFICATIONS**

An equivalent combination of education and experience may be substituted if it directly relates to the position's primary responsibilities and duties. Preference will be given to candidates with a working knowledge of community resources, a track record of collaboration, and experience working with schools, low-income communities, and youth.

- Bachelor's degree in education, social sciences, or a related field (preferred)
- Minimum four years of experience with case management or youth development
- Minimum two years of experience with program coordination within a school setting, youth, or a related field
- Enthusiastic and positive attitude about changing systems and community perspectives
- Ability to work effectively with diverse groups of people, creating an environment for fruitful partnerships
- Ability to build relationships by establishing and maintaining positive working relationships with others, both internally and externally, to achieve the goals of the organization
- Ability to navigate a variety of constituencies, manage multiple tasks simultaneously and thrive in a complex environment with multiple priorities
- Attentive to detail, highly organized, and capable of working on various projects and meeting deadlines collaboratively with a management team of senior professionals
- Ability to pass a fingerprint-based background check
- Excellent oral and written communication skills
- Experience with data management systems and data tracking
- Strong computer skills, particularly with Microsoft Word, Excel, and PowerPoint

### **PHYSICAL DEMANDS**

This is primarily a sedentary role; however, some physical demands listed below are required to successfully perform this job's essential functions.

- Typing, writing, reading, hearing, and speaking
- Use of hands and fingers to operate office equipment
- Frequent sitting
- Standing, walking, kneeling
- Some lifting and carrying up to 30lbs

**ESTIMATED START DATE**

August 2022

**REPORTS TO**

Community Resources Manager

**COMPENSATION & BENEFITS**

Annual salary starts at \$52K and is commensurate with qualifications and experience, plus excellent health benefits, a 401K retirement plan, and generous paid time off.

**SECURITY CLEARANCE**

Must pass a fingerprint background check; required by the school district

Possession of reliable transportation, valid CA DL, insurance, and clean DMV record required

**HOW TO APPLY**

The San Francisco 49ers Academy actively engages students, families, and communities from all backgrounds. As an equal opportunity employer, The San Francisco 49ers Academy is committed to building and maintaining a diverse staff and an inclusive workplace that values equity. Black and local Indigenous people, people with intersecting identities - LGBTQIA+, women and non-binary people, people living with disabilities, and others with lived experience being part of marginalized communities are strongly encouraged to apply.

Email your cover letter summarizing your interest, fit with qualifications, compensation requirements, and experience, and an updated resume to the Hiring Committee at [career@49ersacademy.org](mailto:career@49ersacademy.org). Please note the **"Family & Student Support Specialist Application"** in the subject field. Resumes must have a cover letter to be considered.