



## **JOB DESCRIPTION**

### **COMMUNITY CONNECTIONS SUPERVISOR at FamilyWorks**

#### **MISSION:**

FamilyWorks partners with families to alleviate food insecurity and ensure they have resources and support to overcome systemic barriers to equity, build stable communities, and thrive.

#### **POSITION SUMMARY:**

The Community Connections Supervisor is a key role that reports directly to the Family Resource Center Manager. The Community Connections Supervisor operates the Community Connection and Resource Navigation Program at FamilyWorks locations and satellite sites throughout North Seattle. The Community Connections Supervisor identifies, secures, and cultivates partnerships with aligned community programs in areas like health services, education, housing, family support, food justice, etc., throughout the North Seattle service area.

The Supervisor directs staff and volunteers effectively to ensure that community needs are met through the timely provision of quality programming, relevant information, and resources for referral and support. The Supervisor ensures program design, delivery, and evaluation are aligned with strategic and operating goals articulated in FamilyWorks' 2024-2026 strategic plan. This position provides oversight and support to staff, programming, services, and volunteers that are based at the Family Resource Center's main location in Roosevelt, Wallingford Food Bank, Seattle Public Schools locations and a growing number of satellite and mobile services locations, affordable housing communities, and other community partner institutions. In addition, the Community Connections Supervisor will develop and strengthen partnerships and for services that provide family support and meet essential needs for families furthest from racial, economic, and food justice. The Supervisor will demonstrate and model strengths-based, respectful interactions with FamilyWorks' community and demonstrate leadership in promoting values-based learning and skills toward anti-racist, culturally responsive, and program participant-centric practices.

The Supervisor will be guided by the Principles of Family Support and the National Family Support Network's Standards of Quality for Family Strengthening and Support and will promote these principles among staff, community partners, volunteers, and program participants for program design and implementation. This position currently oversees four full-time staff positions. The Community Connections Supervisor will have manager-on-duty responsibilities, which are scheduled in coordination and partnership with the management team.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each of these essential duties at a satisfactory level. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Recruit, train, supervise, and support staff, both paid and unpaid (volunteers) to meet program needs and objectives. Staff serve in both on and offsite roles, including in programs/services that are operated jointly across food access and family support program units. Provide intensive and hands-



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on support of staff, volunteers, and interns. Facilitate strong communication and collaborative operations among these teams, in partnership with the Resource Center Manager, Food Bank Manager and other program staff.

- Develop, cultivate, and steward program partnerships and collaborations within the community. Strategic partnerships include affordable housing organizations, school communities and the Seattle Public Schools district at-large, King County Public Health, and City of Seattle agencies, among others.
- When necessary, provide direct services, facilitation, and coordination to support Community Connectors based in schools, the Family Resource Center, the Food Bank, and other mobile/satellite locations.
- Ensure a safe and healthy environment for participants and staff. Promote awareness and contribute to creating and strengthening safety protocols, while ensuring a clean, welcoming, and organized environment for services and programs.
- Contribute to the achievement of the organization's development and fundraising objectives, including but not limited to assistance with grants seeking, proposal development, management, and reporting; special events and peer / inter-organizational networking; collaborating to create mission-aligned funding proposals and ethical storytelling.
- Assist in creation, administration, and monitoring of program budget and contract budgets, including forecasting and revisions.
- Provide frequent onsite supervision and instruction of volunteers, ensuring high-quality volunteer service delivery in programs.
- Ensure all city, county, state, and federal contractual obligations are met, including but not limited to program activities, outcomes, audits, site visits, and monthly reporting. Work with Resource Center Manager and development department to organize program outcomes and reporting of quantitative and qualitative data.
- Ensure information and referral resources in Resource Library are accessible and up to date. Create pathways for successful resource connections and navigation through training, technology, coalitions, and partnership building – including optimal use of the Connect2Community Information Exchange; participation in Community Connector Learning Circles, Northwest Service Provider coalition meetings and Resource Roundtables; and leveraging community partner and government agency trainings.
- Facilitate optimal communication among staff, volunteers, and program participants.
- Collaborate with Resource Center Manager, Director of Programs on data management protocols for staff and volunteers, including effective implementation of impact measurement strategies, and optimal use of the program database.
- Work alongside the Family Alliance for Resources and Engagement (FARE) to facilitate regular and annual opportunities for feedback from participants and evaluation of the effectiveness of programs, including surveys, focus groups, and other methods.

## QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, to understand and dismantle institutional racism and build cultural competency, and to encourage staff to fully engage in those activities.
- Promote and foster a work environment typified by inclusion, collaboration, transparency, and appreciation.



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- Maintain global awareness regarding organizational status, adjust priorities in ongoing fashion, manage multiple priorities and delegate staff and resources accordingly. High capacity for analytical and inductive thinking.
- Be organized and centered in a changing and, at times, hectic environment.
- Identify and effectively address core issues and concerns in a variety of situations.
- Communicate effectively both in daily interactions as supervisor and service provider, as well as in written format and oral presentation.
- Ability to handle delicate or difficult interpersonal situations effectively and tactfully.
- Capacity for working effectively with a culturally diverse group of program participants based on dignity and respect, including those experiencing mental illness.
- Ability to de-escalate and resolve conflict in a variety of interpersonal situations.
- Excellent written and oral communication skills.
- Willingness to proactively seek supervisory input, resources, and information needed to accomplish the job.

#### **EDUCATION / EXPERIENCE REQUIREMENTS**

- Professional degree required (or equivalent life experience) with minimum of 2 years of related experience in social work or nonprofit program management, or a combination of education and experience that demonstrates the required knowledge, skills, and abilities required.
- Demonstrated supervisory experience that reflects progressive responsibilities in hiring, termination, training, performance management, conflict resolution and disciplinary counseling.
- Experience working directly with children, youth, and family programs.
- Must possess strong human-relations skills to communicate effectively.
- Advanced proficiency in MS Office applications; demonstrated capacity for learning specialized database and design applications, such as Efforts to Outcomes and other client data management systems.
- Ability to work effectively with people from diverse backgrounds and understands the social conditions that create families and individuals with low incomes.
- Valid driver's license.
- Must be able to pass a background check.
- Bi-lingual in Spanish a plus.

#### **PHYSICAL DEMANDS/WORKING CONDITIONS**

- Office work/ Shared office space in Family Resource Center, Wallingford Food Bank, and Seattle Public Schools locations.
- Must be able to transport self to Seattle area meetings and for outreach.
- Works closely with a variety of people on a daily basis.
- Light lifting / carrying (25 lbs. or less) required.

#### **HOURS AND COMPENSATION**

- Hours are generally scheduled Monday – Friday 9:00 am to 5:00 pm (with occasional evening and weekend program events). While onsite presence is critical for success in this position, this is a hybrid position with the opportunity to work from home up to two days a week, in coordination with senior management schedule.



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- Compensation Starting salary of \$75,000-\$80,000 depending on experience. This is a full-time, exempt position.

#### BENEFITS

- Medical, dental, vision, Employer Pension Plan, and Employee Assistance Program
- A generous paid leave policy with 14 paid holidays.
- Company-Paid Life Insurance
- Flexible Savings Account
- Cell Phone Reimbursement
- Discounted ORCA transit pass
- Wellness days, and other benefits

#### TO APPLY:

For applicants – the deadline for applications is February 14, 2025 at 5:00 PM. Apply online at <https://familyworksseattle.org/job-opportunities/> . To submit a complete application, please email your cover letter and resume with your application to [fwhumanresources@familyworksseattle.org](mailto:fwhumanresources@familyworksseattle.org). In your brief cover letter, please address the following questions:

- Why do you believe you are a good leadership fit for FamilyWorks' mission and work to support families in our community?
- What experiences have you gathered at FamilyWorks or in other roles that prepare you to meet the core competencies and responsibilities outlined in the job description?

**FamilyWorks provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.**