Top of Form

**Description/Skills**

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| **Position Summary:** |
| **Position Summary:**The Division of School Leadership develops, implements, and establishes strategies to strengthen the Department of Education’s (DOE’s) efforts to engage and support public schools and families throughout New York City.    Reporting directly to the Superintendent, the **Family Support Coordinator (FSC)** will support the development and implementation of DOE policies and strategies to strengthen family engagement at all levels of the DOE and provide a single point of entry for families to resolve escalated concerns. This will entail resolving individual family concerns that could not be resolved at the school level, and communicating DOE initiatives, programs, policies, and regulations to families. The **FSC** will provide operational, family outreach, and community engagement support to further the Department’s vision that all NYC public school families feel welcomed and respected in their children’s schools. Performs related work.    **Reports to:**Community/High School Superintendent    **Direct Reports:**N/A    **Key Relationships:**Serves as a case manager for all family issues and inquiries received at the district level. Tracks the progress of individual cases to conclusion, while providing updates to families as necessary. This requires collaboration with the Superintendent, Family Leadership Coordinator (FLC), various DOE offices, DSL Field Offices principals, parent coordinators, the school community, and community-based organizations.    **Responsibilities**     * Create a welcoming and professional office environment for families. * Serve as a single point of contact for all family issues and inquiries that cannot be resolved at the school level (i.e., with principal, parent coordinator, etc.). * Address all family concerns escalated to the district office via telephone, walk-in, email, and the P-311 system on issues regarding DOE policies and regulations. * Document all family and school community concerns in the P-311 system. This involves documentation of family service requests and complaints, as well as data analysis related to improving the district’s customer service through tracking and responding to family concerns. * Analyze trends within schools and proactively assist in developing strategies to address family concerns within each of the school communities. * Create systems to allow for fluid communication and escalation between families, schools, and the district office. * Serve as a district communication liaison to various DOE offices on family and community concerns and operational requests. * Promote district level family and community engagement activities and communications, with the goal of promoting student success in the district. * Represent the district and provide support during family meetings, workshops and district events. * Work cross-functionally with internal offices in the implementation of DOE initiatives within the school community. * Gather, analyze and share family and community members’ feedback with the Superintendent and DFA, and work to develop community-based initiatives. * Spearhead family information and action work for the district and each of the school communities.     **Qualification Requirements:**    **Minimum**     1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or 2. High School graduation or the equivalent and six years of experience in community work or community centered activities in an area related to duties described above; or 3. Education and/or experience which is equivalent to “1” or “2” above, however, all candidates must have at least one year experience as described in “1” above.     **Preferred**     * Knowledge and understanding of local family and community needs and concerns. * Ability to case-manage multiple inquiries simultaneously. * Demonstrated customer service mindset and/or previous customer service experience. * Ability to proactively and strategically work to resolve family issues and inquires. * Ability to work and function as part of a team. * Ability to build relationships with diverse constituencies. * Well-developed strategic thinking and planning skills. * Attention to detail. * Highly motivated, self-directed team player with a history of success. * Strong interpersonal and communication skills. * Familiarity with DOE programs, policies, regulations, and systems related to areas of expertise. * Strong computer skills and ability to input, track and document information in an online database.       **Salary**:  $53,961 (New Hire Rate)  $62,055 (Incumbent - 2 years of full-time continuous City service)    (Internal candidates who are selected for this position and who currently hold comparable or less senior positions within the DOE will not earn less than their current salary.)    **Please include a resume and cover letter with your application.**  **NOTE: The filling of all positions is subject to budget availability and/or grant funding.**    **\* New York City Residency is NOT Required \***  We encourage all applicants from the New York City tri-state area to apply. |
| **AN EQUAL OPPORTUNITY EMPLOYER** |
| **DOE Non- Discrimination Policy** The Department of Education of the City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment upon any legally protected status or protected characteristic, including but not limited to an individual's actual or perceived sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, gender identity, veteran status, or pregnancy. For more information, please refer to the [DOE Non-Discrimination Policy](https://www.schools.nyc.gov/about-us/policies/non-discrimination-policy/). |
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Close

Bottom of Form