



## **Family Support Supervisor** **Hope RISING Clinic for Prenatal Substance Exposure**

The Family Support Supervisor leads a team of family support specialists, intake coordinators, and FASD evaluation coordinators at Hope RISING Clinic and provides case management and resource support for children from birth to 13 years and their families. This position is responsible for providing training, supervision, and mentorship for the family support team. In addition, the supervisor will maintain a reduced caseload of families. This is a great opportunity to build leadership skills and to make an impact on the lives of many children and families, directly and indirectly! Reports to Behavioral Health Manager.

### **Chief responsibilities:**

- Provide support and input for program-specific and agency planning decisions, as needed, and work with HRC managers to roll out and oversee new programs and procedures.
- Responsible for training, mentoring, and documenting employee performance to include such strategies as recognition/reward, feedback, coaching, performance improvement plans, disciplinary measures, and termination, if needed.
- Guide team in navigating community and government resources applicable to family needs.
- Oversee team in photo analysis and growth measurements for FASD (Fetal Alcohol Spectrum Disorder) diagnostic evaluations. Training to be provided.
- Conduct goal setting and annual employee reviews for direct reports in addition to regular individual supervision meetings.
- Co-facilitate weekly team meetings and monthly family support meetings and trainings. Actively participate in transdisciplinary teaming.
- Determine continuing education needs of team and bring continuing education requests to behavioral health manager and program director for approval.
- Review and sign off on team leave requests and reimbursements.
- Implement processes and procedures related to service delivery and ensure proper implementation, with support of behavioral health manager.
- Ensure high needs families are getting the maximum level of support possible from their FSS.
- Ensure FSS team is trained and utilizing electronic databases properly, documentation is accurate, timely, and meets all requirements.
- Attend or conduct conferences/consultations with staff, caregivers, and community partners.
- Support Wonderland initiatives by participating in community education and outreach as needed.
- Demonstrate a caring, nonjudgmental, equity-minded approach to working with every family.

### **Qualifications:**

- Bachelor's degree or higher in a related field; high school diploma or associates degree will be considered for candidates with relevant experience

### **Required:**

- Minimum one year of direct service experience with children and families
- Strong supervisory skills with the ability to retain and develop a high-caliber program staff and encourage a team-based approach to work initiatives
- Ability to work onsite at least 20 hours per week (when in-person services fully resume)

- Work effectively as a team and alone; excellent interpersonal, communication, and time management skills
- Must be extremely detail oriented and possess strong writing skills
- Proficiency in MS Windows software and medical records databases
- Proven skills and ability to meet deadlines on diverse projects under pressure
- High energy, self-motivated, team player
- Flexibility, sense of humor, grace under pressure a must
- Good interpersonal and communication skills
- Commitment to building and strengthening equity practices
- Current criminal background check maintained for all employees
- Wonderland employees are mandated reporters of any suspected abuse or neglect of a child to DCYF (CPS) and/or law enforcement
- Wonderland services fall under the state mandate for medical professionals to be fully vaccinated for COVID-19 and masking in the workplace

**Preferred:**

- Bilingual
- One year of management/administrative experience in non-profit, medical, or educational setting preferred
- Experience providing trauma-informed care and working with families dealing with substance abuse and/or prenatal exposure
- Knowledge and experience providing parent/caregiver coaching and education
- Familiarity with community and government resources
- Familiarity with supporting families experiencing high stress
- Familiarity with special education services, IEPs, and 504 Plans
- Familiarity with foster care, adoption, DCYF, and CPS

**About Wonderland Child & Family Services**

Wonderland Child & Family Services is a multi-program agency serving children from birth through age 12 with developmental delays, disabilities, and prenatal substance exposure. Founded 50 years ago, Wonderland’s mission is to provide a strong and equitable foundation for children and their families with diverse needs and abilities to flourish through therapy, education, advocacy, and resources. We reach hundreds of families every month through Early Childhood Programs & Services and Hope RISING Clinic for Prenatal Substance Exposure. Our direct-service providers are uniquely trained to provide trauma- and FASD-informed care.

**Benefits Include:**

- Competitive wages (DOE)
- Health, Vision & Dental Insurance
- PTO and generous paid holidays (including the last week of the year from December 25<sup>th</sup> through January 1<sup>st</sup>)
- Flexible Schedules
- 401(k) retirement plan
- Life and AD&D Insurance
- Health Care and Dependent Care Flexible Spending Accounts
- Training and Continuing Education
- Mileage Reimbursement

\*Note: Benefits available to each employee dependent on FTE.

Hope RISING Clinic values diverse perspectives and life experiences and encourages people of all backgrounds to apply, including Black, Indigenous, and People of Color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with lived experiences.

**Office location:** Bothell, Washington (Canyon Park area)

**Start date:** June 2022

**Hours:** Full-time

**To apply:** Submit cover letter and resume to [gnonast@wonderlandkids.org](mailto:gnonast@wonderlandkids.org). No phone calls, please.

**Salary Range:** \$55,000 - \$65,000

Wonderland is an Equal Opportunity Employer.