

Job Description

CHILD AND FAMILY SPECIALIST

JOB SUMMARY

Under the direction of the Manager of Residential Services, the Child and Family Specialist is responsible for creating and maintaining a safe, supportive, and engaging environment for clients and their children. This role includes facilitating and supervising play, reading with children, leading games and activities, and providing snacks. The Child and Family Specialist also develops and implements programs, events, and structured activities that promote children's growth and family connection, while ensuring the space remains clean and orderly. The Child and Family Specialist is expected to consistently model and uphold the mission and five guiding values of the Willow Domestic Violence Center in all interactions. The schedule for this position is Monday-Friday, 11:00am-7:00pm.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee daily playroom operations, ensuring activities open on time, operate safely, maintain appropriate child-to-staff ratios, and provide direct supervision in a trauma-informed environment.
- Develop and facilitate child-led and structured play, activities, programs, and events that support children's development and positive family engagement.
- Supervise, train, schedule, and support staff, volunteers, and interns assigned to children's programming, including onboarding and ongoing guidance, in collaboration with the Manager of Residential Services.
- Provide non-clinical, child-focused supportive case management addressing educational, developmental, and social-emotional needs, including safety planning, crisis intervention, skill-building, and behavior support.
- Support parents and caregivers through informal guidance, psychoeducation, and referrals to school-based services, early childhood programs, special education resources, counseling, and community youth supports.
- Facilitate children's support groups focused on self-esteem, emotional expression, healthy relationships, bullying prevention, and coping skills.
- Observe, document, and share relevant information regarding children's strengths, needs, and engagement to support coordinated service planning, in accordance with confidentiality guidelines.
- Maintain a clean, organized, and welcoming playroom; manage inventory; and identify and report maintenance or safety concerns.
- Maintain accurate documentation and data collection (attendance, incidents, case notes, program statistics) and prepare reports as requested.
- Participate in service planning, program, and supervisory meetings, contributing insights related to children's educational and social-emotional needs.
- Develop and update program tools and job aids to support effective use of time, staffing, and resources.
- Build and maintain collaborative relationships with community-based youth-serving partners and serve as a liaison for referrals, coordination, and advocacy.
- Uphold confidentiality, mandated reporting, safety, and supervision policies, with an understanding of the impact of domestic violence, trauma, and housing instability on children and families.

OTHER DUTIES AS ASSIGNED

- Complete all job functions ethically and in a culturally competent manner.
 - Attend and participate in pertinent agency meetings and training.
 - Any other duties as assigned.
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REQUIRED QUALIFICATIONS

- ✔ Associate's degree or an equivalent combination of education and experience with coursework in child development, human services, counseling, social work or an equivalent combination of education and experience. Bachelor's degree preferred.
- ✔ A minimum of one year experience with children of various ages. Residential experience and bilingual (Spanish) a plus.
- ✔ CPR/AED and First Aid Certified or the ability to obtain within 60 days of hire.
- ✔ Enjoy children and have experience working with groups of children.
- ✔ Demonstrate competence in taking charge of children, have discretion when supervising play.
- ✔ Bring to this position maturity, responsibility, and a sincere interest in working with children.
- ✔ New York State Driver's License not in jeopardy of being revoked.

ADDITIONAL INFORMATION

- ✔ Department: Residential Services
- ✔ Location: Shill Family Building
- ✔ Reports to: Manager of Residential Services
- ✔ Hours/Status: Full-time/Non-Exempt/ Monday-Friday 11:00am-7:00pm
- ✔ Payrate: \$20/hour

APPLY ON INDEED

<https://www.indeed.com/job/child-family-specialist-7e40eabddb5163eb>

We offer a generous benefits package including paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.