



Society for the Protection & Care of Children

TITLE: Healthy Families Monroe Program Supervisor/Assistant Program Manager

PROGRAM: Healthy Families Monroe

REPORTS TO: Program Manager of Home Visitation Services

HOURS: Monday-Friday, 9-5pm (a combination of remote & in-office hours with occasional weekend availability)

SALARY: \$28 - \$30 per hour

JOB SUMMARY: Are you a compassionate and collaborative leader with a passion for supporting families and strengthening parent-child relationships? SPCC is seeking an Healthy Families Monroe (HFM) Supervisor to provide supervision and support to Family Support Specialists and Family Resource Specialists within our Healthy Families program.

Healthy Families is a home visiting program that works with parents and newly parenting caregivers to strengthen parent-child relationships, promote healthy child and family development, and build family resilience. The HFM Supervisor ensures services are delivered in accordance with Healthy Families New York (HFNY) best practices and program requirements while providing strengths-based, reflective supervision to support staff in effectively serving families. The role requires a strong understanding of infant and child development, parent-child attachment, and family-centered practice, as well as the ability to support staff in applying these principles in their work with families.

RESPONSIBILITIES INCLUDE:

- Assists with the hiring, training and ongoing support of the HFM team.
- Provides and documents weekly individual reflective supervision to the Family Support Specialists/Family Resource Specialists according to the HFNY guidelines, in the MIS system.
- Leads a weekly team meeting for all program staff to include case consultation and communicate programmatic updates.
- Completes and supports staff in timely and accurate data entry within the MIS management system.
- Assists in the monitoring of family intakes, assessments, and case closings, ensuring that services are provided to families according to HFNY guidelines.
- Observes direct services on a regular basis to provide guidance and support to staff.
- Assists in the planning of periodic events and outings for families in the program.
- Partners with the Program Manager to complete funder reports and prepare for annual site visits.
- Completes annual staff performance reviews and provides clear feedback to staff if or when there are performance concerns, in consultation with the Program Manager.
- Attends and participates in required Agency meetings such as weekly supervision and departmental meetings.
- Ensures outcomes of the program set by funders and SPCC are met.
- Performs other duties as assigned by the Program Manager.



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QUALIFICATIONS

COMPETENCIES/SKILLS:

- Demonstrated ability to supervise and support diverse staff with humility, empathy, and respect, particularly in high-stress work environments.
- Knowledge of infant and child development and parent-child attachment.
- Knowledge of parent-infant health and dynamics of child abuse and neglect
- Experience supporting culturally diverse communities/families
- Willingness to engage in building reflective practice (e.g., capacity for introspection, communicating awareness of self in relation to others, recognizing value of supervision, etc.)
- Detail-oriented, organized and strong communication skills (both verbal and in writing)
- Ability to interact with other professionals and participating families in a respectful and genuine way.
- Ability to lead a team and navigate crisis situations in a calm and grounded manner.
- Ability to navigate and maintain accurate records within the required MIS computer system.
- Must exemplify a demonstrated commitment to humanity centered care work and delivering services within a trauma-informed and equitable lens.

EDUCATION AND EXPERIENCE:

- Master's degree in Human Services or a related field focused on working with children and families; or a bachelor's degree in a related field with at least three years of relevant experience; or less than a bachelor's degree with commensurate experience in Healthy Families America (HFA)
- Three years of supervisory experience or five years of direct service experience in a home visiting program
- Experience with family services which embrace the concepts of family-centered and strengths-based service provision.
- Experience in home visiting with a strong background in early childhood prevention services.
- Experience with reflective practice and Infant mental health endorsement preferred.

WORKING AT SPCC: SPCC is committed to providing a trauma-informed, supportive, and inclusive work environment. We value flexibility, professional growth, and reflective supervision. Our team is passionate about equity, justice, and meaningful relationships. Join us in creating a lasting impact on the lives of families in our community.

Candidate must successfully complete all required background checks and clearances and possess a valid NYS driver's license with required insurance.

This position is benefits eligible.

APPLY HERE: [Program Supervisor](#)