



Advocates for Children of New York

Protecting every child's right to learn

Helpline Staff Supervisor

Advocates For Children of New York, Inc. (AFC) is a not-for-profit organization that works in partnership with New York City's most disadvantaged families to secure quality public education services. AFC works on behalf of children and youth who are at greatest risk of academic failure due to poverty, race, ethnicity, disability, homelessness, immigration status/limited English proficiency, or involvement in the child welfare or juvenile justice systems. We use uniquely integrated strategies to advance systemic reform, empower families and communities, and advocate for the educational rights of individual students. The Helpline Staff Supervisor supervises staff of AFC's citywide Education Helpline, responds to Helpline calls, and, as a member of AFC's Parent Center, conducts trainings in the community for parents, professionals and others on education issues.

The Education Helpline: AFC operates the Jill Chaifetz Education Helpline, the only city-wide, independent resource to provide individual callers information, materials, support, and referrals regarding the broad spectrum of issues facing students and families in the New York City school system. The thousands of calls received on Helpline each year give AFC unique insight into the educational issues that are of most concern to NYC parents, and informs AFC's other work in training, litigation and policy.

Helpline staff answers questions from parents, teachers, community advocates, and representatives of local politicians who are trying to assist constituents. Helpline staff also research and update information and referral sources, and must stay on top of developments in public schools. The Helpline Staff Supervisor will supervise Helpline staff, track issues and trends that arise with Helpline callers and integrates the Helpline within the greater work of AFC. He or she will also answer calls, provide callers with information and guidance, and conduct initial intake and recommend cases for representation.

The Parent Center: AFC's Parent Center conducts workshops in the community for parents of children with disabilities, professionals and others who want to know more about their rights and options in the city's education system. The Helpline Staff Supervisor will travel to all five boroughs to deliver at least 20 workshops a year.

Qualifications: Excellent communication (oral and written), supervisory, and presentation skills required. Must have the ability to learn complex material and explain it clearly and simply. Strong organizational skills, resourcefulness, and a commitment to providing access to education

for all children in New York City required. Must also have the ability to enter information about callers to the Helpline into AFC's case database during phone calls. B.A. required; graduate degree in related field a plus. Familiarity with the New York City public school system, especially with discipline and special education issues, a history of working with parents, data analysis, and prior Helpline or training experience are all a plus, but not required. Fluency in Spanish is preferred. Flexibility to work some evenings and weekends is required.

Salary, Benefits: The salary depends on experience and includes generous benefits.

How to Apply: Please send email with “Helpline Staff Supervisor” in subject line with a resume and cover letter to helplinestaffsupervisor@advocatesforchildren.org. Only candidates being scheduled for interviews will be contacted. Position is available immediately, and resumes will be considered on a rolling basis. For more information on AFC, see www.advocatesforchildren.org.

***No Phone Calls**

AFC is an affirmative action employer that actively seeks to recruit and retain a diverse staff and especially encourages applications from people of color, persons with disabilities, persons of diverse sexual orientations, gender identities or gender expressions and persons of diverse socioeconomic backgrounds.