

LITERACY PARTNERS

Position Title: Manager of Family Support Services

Location: New York City (Hybrid)

About Literacy Partners

Literacy Partners advances literacy two generations at a time by supporting adults, parents, and caregivers in nurturing the literacy skills they and the children in their lives need to thrive. We envision a world in which everyone has the literacy skills necessary to create social and economic opportunities for themselves, their children, and their communities.

Learn more about Literacy Partners: www.literacypartners.org

Position Description

Reporting to the Executive Director of Adult and Family Literacy, the Manager of Family Support Services advances Literacy Partners' two-generation mission by strengthening the supports that help adults and families learn, persist, and thrive. This role leads a family-centered approach to health equity across programs, recognizing that literacy, health, economic opportunity, and the ability to navigate systems are deeply connected. The Manager of Family Support Services develops strong networks of community resources, oversees case management, and ensures that participant data is accurate and useful. Supporting program participants in New York City, Philadelphia, San Diego, Nevada, and other communities where our families live, the Manager develops approaches that can be adapted across locations while remaining responsive to local needs.

Key responsibilities

Advance Family Health Equity

- Lead a strengths-based approach to identifying and addressing barriers that can interfere with an adult's literacy, education, and progress, recognizing that supporting the adult can create greater opportunity for the whole family.
- Ensure participants receive thoughtful support, strong connections to resources, and consistent follow-up as they work toward educational, family, and economic goals.
- Develop learning opportunities that help parents and caregivers build the confidence and practical skills to navigate systems, access resources, and advocate for their families.
- Leads a team of interns and contractors providing referral services.

Build Community Resource Networks

- Build trusted community resource networks that expand the support available to Literacy Partners families and advance adult literacy, early literacy, and two-generation learning.
- Represent Literacy Partners in partner meetings, coalitions, community events, funder conversations, and other public forums while identifying opportunities to strengthen resources for families.
- Collaborate with the Strategic Partnerships team to cultivate relationships, share Literacy Partners' programs and resources, and create strong local networks that can be adapted across regions.

Organizational Systems & Program Integration

- Collaborate across departments to develop a consistent approach to family support that can work across Literacy Partners programs, partners, funding streams, and regions.
- Integrate health equity and participant support into the adult learning experience by strengthening coordination among instructors, program staff, case managers, and partners.
- Translate effective practices from one program or community into tools and approaches that strengthen organizational learning, special initiatives, and future program development.

Data Quality, Performance & Grant Accountability

- Set clear expectations for participant documentation and maintain high standards for the accuracy, timeliness, and reliability of case-management data and produce reports.
- Monitor participant data, caseload trends, tracking systems, and performance information to identify gaps, emerging needs, and opportunities to strengthen support.
- Ensure practices and documentation meet grant requirements while producing reliable information for reporting, planning, fundraising, and continuous improvement.

Qualifications

- Degree in Social Work, Public Health, Health Equity, Family Health, Community Health, Counseling, Human Services, or a related field. Relevant experience in adult education (ABE, ESOL, & HSE) a plus.
- Minimum two years of case management oversight, including coaching or developing staff who provide direct support to adults or families.
- Strong knowledge of social work principles, person-centered and strengths-based practice, and social determinants of health.
- Strong understanding of the barriers facing adult learners as they navigate education, employment, technology, family responsibilities, and complex systems.
- Knowledge of community-based resources and public systems that support adults and families.
- Familiarity with adult education, workforce development, postsecondary transition, and employment pathways; experience with WIOA-funded programs preferred.
- Experience working with immigrant, multilingual, or culturally diverse families strongly preferred.

- Demonstrated skill in counseling, case consultation, facilitation, and navigating sensitive or complex situations with sound judgment.
- Strong documentation, data review, organizational, and problem-solving skills.
- Ability to work effectively across disciplines and with community partners, program staff, instructors, and organizational leadership.
- Fully bilingual in English and Spanish with the ability to communicate professionally in both languages.
- A great sense of humor.

Additional Workplace Expectations

- This is a full-time exempt position. Occasional evening work required.
- Hybrid schedule: Two designated days per week at our office in Manhattan with the option of the other three days per week remote.
- In-person work at our Queens and Bronx program locations, as well as meetings with partners throughout New York City, is required as needed.

Compensation and Benefits

- The annual starting salary for this position is \$66,300.
- Literacy Partners is also proud to offer additional competitive benefits, including 20 vacation days, 3 personal days, 12 paid holidays, 40 hours of sick leave, excellent medical, dental, and vision plans, employer match to retirement plan contributions, employer-sponsored life insurance and long-term disability insurance, and access to pre-tax benefit programs such as commuter benefits and flexible spending accounts.

How to Apply: Send a resume with a thoughtful cover letter attached to job@literacypartners.org. Put “**Manager of Family Support Services**” with your name in the subject line. Interviews will be granted on a rolling basis until the position is filled.

Literacy Partners is committed to diversity and is a proud Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees.

Authorization to work in the U.S. is required.