



38 ELM STREET, MORRISTOWN, NJ 07960

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FAMILY SERVICES MANAGER

Reports to: Senior Family Services Manager

Location: Princeton, NJ

Schedule: Full-time (some evenings and occasional weekends required)

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

ABOUT GOOD GRIEF

Good Grief's mission is to build resilience in children, strengthen families, and empower communities to grow from loss and adversity. Since our founding in 2004, the foundation of our work is the understanding that grief is a universal human experience that serves a purpose by helping us rebuild our lives and adapt after tragedy. Good Grief equips people to face grief and other adversity from the start by giving them tools they can use for the rest of their lives.

Our programs reduce isolation, teach resilience, create a safe environment for people to remember and share their grief story, and develop a sense of possibility and hopefulness for the future. Good Grief provides support to more than 500 participants each month at our family support centers in Morristown and Princeton.

ABOUT THE POSITION

Good Grief is seeking a highly mission-focused individual to join its team. The Family Services Manager in Princeton is responsible for the coordination and implementation of program services in Princeton, including Nights of Support, Camp, and enrichment programming. The Family Services Manager conducts all new family orientations and manages relationships with all active and alumni families. The Family Services Manager assists with the continued development of Good Grief programs, community education, recruitment and supervision of interns, and program oversight and evaluation. The Family Services Manager is also responsible for the implementation of a comprehensive community outreach plan targeting key constituency and referral sources to grow community engagement, the number of volunteers, and the number of families served. While this position is based in Princeton, travel within the community and between Good Grief center locations is required.

PRINCETON FAMILY SUPPORT CENTER PROGRAMS

- Management and oversight of all logistics to set up and run Nights of Support which includes, but is not limited to:
 - Weekly communications with volunteers, families, and Team Coordinators.
 - Identifying volunteer absences and replacements.
 - Keeping record of participant and facilitator absences.
 - Monitor program capacity, group placements, and family participation
 - Oversight of maintenance and upkeep of program spaces.
 - Creation of program activities.
 - Data entry of all families and volunteers.

- Identify when waitlists or additional programs may be needed
- Be a lead Team Coordinator for designated Nights of Support.
- Assist with the planning and implementation of enrichment programs which includes, but is not limited to:
 - Assisting in identifying appropriate community partnerships.
 - Marketing and communications of supplemental program activities to participants.
 - Identifying and filling volunteer needs.
 - Attend enrichment program activities when needed.
- Assist in coordination and implementation of Facilitator Trainings.
- Participate in staff and Team Coordinator meetings.
- Assist with the planning and implementation of our Grief Expressions Summer Camp which includes, but is not limited to:
 - Recruitment of campers and planning of camp activities.
 - Recruitment and training of camp volunteers and counselors.
 - Participate in the weeklong summer day camp

FAMILY INQUIRIES AND ORIENTATIONS

- Field phone and email program inquiries from grieving families, professionals, and others.
- Assess family needs and Good Grief's ability to provide each with adequate and proper support, making referrals when needed.
- Maintain a referral base of other supports within the state to share with families as requested.
- Provide families with a safe and empathic introduction to Good Grief during their family orientation.
- Enter and track all family information into Good Grief's database.
- Project enrollment and continued expansion.
- Conduct set mailings and check-in calls with all families.

MANAGEMENT OF COMMUNITY OUTREACH

- Implement Good Grief's Community Outreach stewardship calendar in order to accommodate a fast-growing and professional organization with constituents throughout New Jersey.
- Maintain regular touchpoints with all contacts to ensure referrals and consistent information for relationship's contacts.
- Data entry to track all contact information and meetings.
- Attend 2-4 community events per month.
- Serve as an ambassador of Good Grief, promoting the mission and educating the community about our mission.

INTERNSHIP RECRUITMENT & MANAGEMENT

- Assist in the supervision of undergraduate and graduate interns.

PROGRAM DEVELOPMENT

- Assist with Program development which includes, but is not limited to:
 - Assist with coordination of continued growth of Program.
 - Assist with coordination and management of existing and new enrichment programs.

ASSIST WITH GOOD GRIEF EVENTS

- Work with development for annual events, including the recruitment of attendees.
- Attend and assist at Gg organizational events.

REQUIRED SKILLS AND EXPERIENCE

- Bachelor's degree or 5 years of experience in direct program services, bereavement, or comparable field
- Ability to work independently and collaboratively, be flexible, and manage multiple priorities
- Exceptional communication skills with a strong professional presence in all interaction
- Experience with group facilitation and management
- Experience conducting trainings and workshops
- Strong personal commitment to and passion for Good Grief's mission
- Proficient with technology, including knowledge of key business tools (Google Suite, Bloomerang, Apptoto)

TO APPLY: please send a cover letter explaining your interest and experience along with your resume: jobs@good-grief.org