



Caregiver Coach | Job Description

Reports to: Program Manager

Compensation: \$60K

Job Type: Full-Time, Non-Exempt (35 hours per week)

Location: New York, NY (Harlem), On-Site 4.5 days per week

The Children's Storefront (TCS) works with parents and caregivers to build their babies' brains during the first 1,000 days of life, laying a strong foundation for lifelong success. Our Caregiver Coaches are the "on the ground" deliverers of this mission (often literally!), facilitating free, play-centered sessions for families in Harlem and across New York City.

In this role, you will lead group sessions (primarily in-person, with some virtual components) utilizing our Play & Learn curriculum. Rooted in the "Serve and Return" model developed by Harvard University's Center on the Developing Child, the curriculum uses activities like singing, reading, and guided play to help parents and caregivers identify their child's developmental cues. Rather than instructing children directly, Caregiver Coaches act as supportive mirrors for the adults—providing positive validation, modeling responsive play, and translating early neuroscience into accessible, daily parenting practices.

Beyond core session facilitation, Coaches build a warm, non-judgmental community space for parents and caregivers to share cultural practices and wellness challenges. You will also act as a brand ambassador, engaging in neighborhood outreach, tabling, and community events to welcome new families into the program, as needed.

Key Responsibilities:

Program Delivery

- Set up weekly curriculum activities and sync with co-facilitators on session delivery.
- Deliver program content and explain the research and science behind early childhood brain development in an accessible, engaging way to support the development of responsive parenting skills.
- Connect deeply with families through an open, reflective approach, tailoring support to each caregiver's unique background while building community and creating space for shared learning.
- Complete light cleaning, sanitizing, and tidying of the playspace after all in-person sessions, including cleaning toys, instruments, and other session materials, wiping down surfaces, and doing light vacuuming as needed.
- Host and assist with facilitation of partnership programs such as Big Note, Little Note with Carnegie Hall, and Brain Food with New York Presbyterian.
- Engage in outreach activities and special program events – including tabling, presentations, and support for events such as clothing drives or food distributions.
- Collaborate with the coaching team, Program Manager, and Director to continuously improve upon and refine TCS's program based on observations, newly identified best practices, and caregiver feedback.

Administrative Work

- Track session attendance directly in our registration program, NEON CRM, and contribute to the overall cleanliness of our program data as needed.
- Support communications to caregivers, including sending attendance reminders and other general check-ins via email or phone.
- Perform other duties as assigned, including occasional special projects related to the program's growth.

Professional Growth & Team Collaboration

- Attend all staff and organizational meetings to contribute to the organization's broader mission and health.
- Maintain a reliable and supportive presence for your colleagues because we operate as a small team; consistent attendance and clear, proactive communication about absences or coverage are critical to our daily operations.
- Engage in regular supervision, reflect on session dynamics, and openly seek and apply feedback to improve your coaching practice.
- Through virtual and in-person meetings and trainings, stay actively engaged with the broader early childhood field, keeping up to date on new research, play-centered models, and trends in infant and toddler development to enrich our program.
- Model the organization's core values of anti-racism, community care, and respect in all internal communications and team problem-solving.

Qualifications

- **A minimum of two years of professional experience** working directly with young children (infants and toddlers) and their families, preferably in community centers, playgroups, early childhood education, or family support settings.
- **A high school diploma or GED is required**; additional training or education in early childhood development, early intervention, or family studies is a strong plus.
- **Exceptional communication and listening skills**, with a natural ability to translate early childhood research into simple, practical, and encouraging guidance for parents and caregivers.
- **Bilingual in English and Spanish** is highly preferred.
- **A proven track record of reliability**, punctual attendance, and collaborative problem-solving on a small, tight-knit team.
- **Ideally able to move freely** around a playspace floor to interact with toddlers at their eye level and assist with light setup or tidying; we are fully open to adaptations or reasonable accommodations for the right candidate.
- **Deeply invested in the community**, with a kind, empathetic, and open-minded approach to building authentic relationships with families from diverse backgrounds.
- **A strong commitment to racial equity** and the ongoing individual reflection required to maintain anti-racist practices.

Benefits:

- **100% Employer-Covered Health, Dental, & Vision:** Comprehensive medical, dental, and vision insurance premiums are paid 100% by the organization.
- **401(k) Retirement Plan:** Access to a retirement savings account (no employer match currently available).
- **Generous Paid Time Off:** A flexible bucket of paid vacation and sick time, standard organization holidays, and a paid year-end shutdown from December 24 to January 1.

How to Apply:

Please submit your resume and a brief cover letter outlining your experience to **HR@thechildrensstorefront.org** with the subject line "Caregiver Coach - [Your Name]".

Applications will be reviewed on a rolling basis.

The Children's Storefront is an Equal Opportunity Employer and actively seeks a diverse pool of applicants. All employment decisions are based on organizational needs, job requirements, and individual qualifications without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability.