

Program Manager, CFSA

Job Description

Position Purpose

The Program Manager manages staff that provide family strengthening and support services to identified families and their children in order to promote safety, well-being and a healthy interdependence within the community.

This position utilizes a strengths-based perspective to manage and coordinate programs and services and support staff around execution of such in the home, school, and community in order to meet identified needs. S/he is responsible for supervising Family Support Workers and Program Coordinators to ensure utilization of best practice approaches, adherence to applicable policies and procedures, and professional development. All activities are conducted in accordance with the organization's established policies and procedures, contract requirements, legal requirements, and best practice standards.

Qualifications Required

- Master's degree in Social Work (MSW)
- Preferred Licensed as an Independent Clinical Social Worker (LICSW) in the District of Columbia with a minimum of four (4) years of experience in a community-based setting and two (2) years of supervisory experience
- Preference given to Washington DC residents; Additional preference given to Ward 5 and 6 residents
- Training in family systems theory and strengths-based approach to social work practice
- Valid driver's license, copy of driving record and proof of valid auto insurance
- Police, FBI and Child Abuse Registry clearances
- Toxicology screenings
- Availability during some evenings and weekends

Skills and Competencies Required

- Ability to implement vision, think strategically, creatively problem solve, and lead change;
- Outstanding relationship management skills to include the ability to develop effective working relationships with senior management, staff and volunteers;
- Excellent oral and written communication skills that foster credibility with donors, business groups, government officials, community stakeholders;
- Experience in planning and developing effective programs;

- Commitment to program assessment to show measurable outcomes and results and inform programming;
- Successfully supervise and mentor staff and support professional and leadership development;
- Demonstrated project and contract management experience;
- Ability to work independently, as well as collaboratively in a deadline-driven environment;
- Demonstrated cultural competence and responsiveness;
- Demonstrated commitment to service and the well-being of families and communities.

Job Type: Full-time

Pay: \$70,000.00 - \$75,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible schedule
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Parental leave
- Vision insurance

Schedule:

- 8 hour shift

Education:

- Master's (Preferred)

Experience:

- Supervising Experience: 5 years (Preferred)
- Social Work: 1 year (Preferred)

License/Certification:

- Driver's License (Preferred)
- LGSW (Required)

Specific Duties and Responsibilities

1. Program Management and Coordination: (i) Manages and coordinates innovative approaches to service delivery and neighborhood-based work to capture E/BFSC's vision; (ii) manages external and internal systems and makes necessary changes based on suitability; (iii) participates in administrative planning meetings to report on the status of programs, ensure

compliance with applicable standards, makes recommendations for and assumes a lead role in the development and implementation of new initiatives; (iv) reviews and interprets existing policy, assists with the development and/or modification of policy, and ensures work is performed in the best interest of the clients and E/BFSC; (v) establishes and maintains interactive relationships with pertinent program funders and designated staff at partner organizations; supports the oversight and management of the program budget and ensures funds are being expended through the year in accordance with the needs of the program; appraises E/BFSC and partner agencies of community needs and service gaps, makes recommendations for implementation of programs and services to address identified needs and gaps, and assists with development, coordination, and implementation of identified programs and services; supports direct service staff around identification of existing traditional and non-traditional community resources and ways in which to create and/or strengthen support networks; ensures staff are aware of and disseminate information about programs and available resources to families and the community. (25%)

2. Partner and Resource Development: (i) Participates routinely in meetings with the larger community, pertinent program funders and designated staff at partner organizations, to address common issues and concerns and assist in the development of neighborhood-based service delivery systems; (ii) serves as a liaison with public and private agency administration as it relates to day-to-day program operations and integrates the work of the special programs team and other partners; (iii) serves as a public representative of E/BFSC in citywide and community meetings and events; (iv) identifies and cultivates relationships with educational institutions, businesses, churches, civic and social service agencies to identify appropriate referral resources and integrate E/BFSC into the target community; conducts outreach efforts with key stakeholders with the goal of building relationships with traditional and non-traditional resources to build the capacity of the collaborative and other partner agencies to further the mission of the collaborative. (5%)

3. Program Compliance: (i) Manages programs in compliance with contract requirements and local and federal guidelines; (ii) monitors external and internal systems to track statistical program data and case information for consistency and compliance; (iii) reviews weekly data reports and supports staff in making necessary adjustments to ensure compliance with practice standards; (iv) provides program information for audits, quarterly reviews, new initiatives, proposals and RFPs; (v) prepares reports, as necessary, for assigned programs in compliance with contracts and guidelines; (vi) monitors spending as defined by the approved budget to ensure program maintains fiscal goals; (vii) develops, manages, and monitors internal systems to ensure appropriate service provision; (viii) monitors current systems (i.e. intake, staff training and orientation) and makes necessary changes based on their suitability. (10%)

4. Staff Supervision: (i) Provides administrative and clinical supervision to direct services staff to increase capacity to effectively manage workloads and promote personal and professional development; (ii) monitors work schedules to ensure necessary staffing levels and adherence to FLSA guidelines; (iii) Maintains accountability for assigned staff and personnel requirements including adherence to policies and procedures; (iv) monitors performance and initiates disciplinary action, as needed ; (v) conducts performance evaluations within required time

frames, provides staff with ongoing performance feedback and evaluation and supports staff with remediation of areas in need of improvement to achieve desired outcomes and meet contractual obligations; and (vi) assists staff with creation and implementation of plans for professional development; and (vii) provides solution focused and motivational interviewing strategies when providing direct supervision, which include accompanying team members as necessary on home visits to coach, support and observe service delivery. (20%)

5. Documentation and Reporting: (i) Maintain accurate paper and electronic records of all program contacts and activities; (ii) organize information in a clear and concise manner; (iii) complete appropriate assessments in accordance with established agency and citywide practice standards; (iv) document all efforts in accordance with established agency and citywide practice standards; (v) comply with case audit and reporting procedures; (vi) maintain minimum compliance for reporting standards. (30%)

6. Community Engagement: (i) Assist in the development and dissemination of program and organizational materials that highlight the services and programs of E/BFSC; (ii) attend community/neighborhood meetings and events as requested to keep abreast of programs, projects and community resources; (iii) promote public participation and involvement by residents and community stakeholders in E/BFSC and other community events and meetings; (iv) serve as a representative on behalf of E/BFSC at community- based events and meetings; (v) provide resource information for maintenance of a community resource database. (5%)

7. Training and Professional Development: (i) Identify and attend trainings and professional development activities to increase knowledge and skills relevant to this position, including those provided by CFSA, JGA, OSSE,, E/BFSC and other entities; (ii) apply and disseminate acquired knowledge and skill sets among colleagues and families; (iii) attend case reviews, staff meetings and supervision on a regular basis; (iv) participate in annual performance evaluation and goal-setting for professional development. (5%)

8. Adheres to established E/BFSC policies, procedures and work habits as outlined in the Employee Manual, Evaluation Form and other written E/BFSC directives.

9. Report any suspected child abuse or neglect as mandated by law.

10. Incumbent may be required to perform other duties and special assignments not specifically stated on this position description.

Measurable Results

E/BFSC uses a strong focus to ensure all employees have clarity on the agency desired results and what they are to achieve in their position. E/BFSC intentionally focuses on individual and team results, in addition to job duties and activities. Listed below are the organization's desired results expected to be achieved by our program participants as supported by the efforts of E/BFSC staff:

Families served by E/BFSC will:

- 1) Have stable housing
- 2) Have sufficient income or be on a path to a living wage
- 3) Demonstrate intentional behaviors that build on their strengths, capacities and resiliencies
- 4) Have a healthy interdependence with the community
- 5) Have children who are safe and thriving

Work Location: Hybrid remote in Washington, DC 20017