CAREER OPPORTUNITY

Title: Program Manager, Family Stabilization & Success (Dayton)

Hours: Full Time (37.5 hours per week, exempt position)

Brief Description:
Manages all aspects of planning and implementation of services for Family Stabilization and Success programming including direct assistance programs (Choice Food Pantry, utility assistance, general case management) and Success Services (Next Steps and other Navigation/Case Management programs). Works collaboratively with the Director of Social Services (Dayton) in the strategic development and growth of program services. Coordinates inter-departmental and community collaboration and service as an ambassador and representative for program services.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. <u>Oversees Service Coordination and Collaboration within programs in the agency and communities served.</u>
   1. Responsible for ensuring appropriate staff, intern, and volunteer assignments are in place for all areas of Family Stabilization and Success programming, provides support in service coverage when staffing requires.
   2. Engages in social service activities to support meeting client needs including case consultation and support.
   3. Maintains positive working relationships with community partners and planning bodies, including participation in Collective Impact Collaborations and other community advisor groups as assigned.
   4. Coordinates services with service providers and other organizations to support individuals and families.
   5. Coordinates cross-program services including internal referrals for services and support (utility assistance requests, voucher programs, etc.).
   6. Responds and mediates client and community partner concerns and complaints and follows standards in reporting of unusual incidents.

II. <u>Management of staff, student interns, and volunteers</u>
   1. Oversees qualified staff and assigns supervision of interns to meet program responsibilities and contributes to realization of agency mission and objectives, including meeting professional standards of practice.
   2. Conducts candidate screening, interviews, and hiring in a timely manner to maintain appropriate staffing.
   3. Plans and facilitates team meetings and training for Family Stabilization and Success Program staff.
   4. Actively participates in management team meetings and individual supervision.
   5. Promotes a culture of professional growth and development within team.

III. <u>Develops strategic and annual plans, including program development.</u>
   1. Provides leadership for facilitating and communicating strategic vision for Family Stabilization & Success Programs
   2. Works collaboratively with Director in program expansion including development of new services lines, collaborations, and building and training of program staff.
   3. Develop new processes and procedures in response to developing program needs.
   4. Continue to maintain knowledge of best practices in Disaster Case Management services in order to implement emergency response programs as needed.

IV. <u>Financial resource management, development, and budgeting.</u>

1. Monitors distribution of available direct client assistance funds (utility assistance funds; Next Steps 2GEN).
2. Assists the Directors of Social Services, Development, and Finance in assuring that resources for assigned programs are available and within budget guidelines.
3. Assists in the preparation and monitoring of the program's financial planning and budgeting.
4. Appropriately provides input in the annual budgeting process and to each grant/funding proposal prepared.
5. Provides appropriate and timely input for grant proposal submission.
6. Operates all programs in a fiscally sound manner within budget and guidelines.
7. Distributes resources according to plans, budgets and grant contracts allocated to financially support each program area and completes billing.
8. Keeps Director of Social Services informed of any deviation from the budget as well as factors impacting the budget.

V. Evaluates programs and assures Quality Improvement processes.

1. Maintains and oversees quality assurance practices including record reviews and monitoring of client satisfaction and outcomes.
2. Provides appropriate and timely reports to Quality Improvement Manager.
3. Assures that procedures are in place for meeting requirements of oversight organizations, reporting bodies, and grant reports.
4. Assures that timely reports are submitted to the Director of Social Services that meet legal, funding, and accreditation requirements.

VI. Performance of other job and/or department-related responsibilities as may be needed including key support to program expansion opportunities.

1. Appropriately completes assignments as requested in a timely manner.

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Bachelor's in social work (LSW) with a minimum of 5 years of related experience
- Licensed eligible, social work licensure preferred (LSW, LISW)
- Supervisory experience, including experience with intern supervision
- Ability to develop communication plans for assisting diverse populations
- Familiarity with Two-Generation (2Gen) principles, approaches, and programming that support both child and family well-being and long-term self-sufficiency
- Knowledge of community partners and public assistance systems for addressing needs related to poverty, primary care and mental health, employment, personal independence and self sufficiency
- Knowledge of working with complex social service needs requirements and policies
- Ability to provide coordination, training/education, and supervision of staff so that clients can make progress toward self-sufficiency targets
- Ability to work with diverse populations
- Ability to network with other persons or agencies to meet client needs/goals
- Knowledge of appropriate methods of precaution regarding airborne diseases and universal precautions
- Sound case management skills and social work practice
- Ability to participate in grant preparation and submission
- Ability to plan and coordinate services; ability to evaluate programs
- Demonstrated leadership ability

All interested candidates should send a resume with salary requirement to:
Human Resources, Catholic Social Services of the Miami Valley, 922 W. Riverview Ave., Dayton OH 45402
Or e-mail to jobs@cssmv.org Or fax to 222-6750