



## **JOB POSTING**

Date: May 30, 2017

From: Antoinette Manuel, Assistant Director

Position Title: Program Manager, Family Resource Center (Exempt)  
Full Time, 40 Hours Per Week

### **POSITION SUMMARY:**

Under the direct supervision of the Assistant Director, Program Director, Family Resource Center, is responsible for overseeing the daily management and operations of the family resource centers, case management and parent education teams; and to supervise subordinate staff, interns and volunteers as assigned.

### **DISTINGUISHING CHARACTERISTICS**

The Program Manager, Family Resource Centers, serves as a full line manager/supervisor to the Assistant Director. In addition, the Program Manager may perform other projects and tasks for the Assistant Director as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

This position receives direction and is subordinate to the Assistant Director.

The Program Manager, Family Resource Centers, provides direct supervision over case managers, parent educators, professional and technical staff, interns and volunteers as assigned. .

### **EXAMPLES OF ESSENTIAL DUTIES**

Duties may include, but are not limited to, the following:

Family Resource Center operations related to Case Management activities, Home Visitation Programs and Class Support and Administration

- Manage and direct activities related to case management, providing direction to case management, parent educators, professional staff, interns and volunteers, as assigned, on personnel matters, work schedules, and priorities.
- Develop, plan, and implement agency goals and objectives related to assigned area; recommend and implement family resource-related policies and procedures.
- Plan and coordinate family resource activities with other KidsFirst management/executive staff and outside agencies and organizations, including clients, schools, and government liaison, as required.
- Plan, organize, and direct case management, home visitation programs, class support and administration activities and operations, confer with Assistant

Director and Executive Director regarding policies and operating procedures, review, evaluate and recommend changes to work within assigned areas and assist subordinates with problems and recommend course of action.

- Direct, oversee and participate in the development of the family resource centers work plan; assign work and activities, projects and programs, monitor work flow; review and evaluate work products, methods and procedures.
- Provide input in regards to family resource center budgets; assist in implementing and administering budget implementation related to assigned areas. Identify trends and recommend adjustments or needs related to programs in assigned areas.
- Participate, facilitate and act as a liaison to schools, community based organizations, and allied agencies to promote and implement programs and classes as assigned.
- Assist in identifying programs and providing input for grant preparation; review approved grants with subordinate staff; assist with implementation of grant goals, guidelines and reporting.
- Recommend the appointment of, train, motivate and evaluate assigned personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards for efficient and professional operation of the family resource centers and assigned program areas.
- Represent the agency to outside groups and organizations; participate in community-based and professional groups and committees, advocate for KidsFirst, help develop strategies and recommend and implement solutions to problems, and provide technical assistance as necessary.
- Prepare technical and administrative reports and studies; prepare written correspondence as necessary.
- Build and maintain positive working relationships with co-workers, other agency employees, and the public using principles of good customer service.
- Other duties as assigned

**MINIMUM QUALIFICATIONS:**

**EXPERIENCE AND TRAINING:**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

**Experience:** Three years of increasingly responsible experience in a family resource center, home visitation, social service environment including two years supervisory experience.

**Training:** Equivalent to a Bachelor's degree from an accredited college or university with major course work in social science, public or business administration, government, political, education or related field.

**License:** Must possess a valid driver's license as required by the position, and proof of adequate vehicle insurance.

**Testing:** TB, drug and fingerprint clearances are required.

## **Knowledge ,Skills and Abilities**

### **Knowledge of:**

- Principles and practices of motivation, team building and conflict resolution.
- Principles and practices of program administration, organization and implementation.
- Principles and practices of related State, Federal and local laws.
- Principles and practices of supervision, training and performance evaluation.
- Principles and techniques of crisis intervention and trauma reduction.
- Principles and practices of Protective Factors and family stabilization.
- Principles and practices of program budget control and monitoring.
- Principles and techniques of administrative and program analysis, including performance measurements, work flow, and implementation.
- Written and oral report preparation.
- Office automation, computer systems and software, including word processing and spreadsheets, pdf and related applications. Preferred: Knowledge and ability to operate case management data bases such as Persimony.
- Office procedures, methods and administration.

### **Ability to:**

- Organize, implement and direct Family Resource Center operations and activities.
- On a continuous basis, analyze situations quickly and objectively to determine proper course of action.
- Assist in developing family resource policies and procedures.
- Gain cooperation through discussion and persuasion.
- Analyze and implement program and grant requirements.
- Interpret, explain and apply agency, State, Federal and local policies, procedures, rules and regulations.
- Obtain information through interviews; handle multiple assignments; deal firmly and courteously with the public.
- On a continuous basis review client files; observe case managers during intakes; identify necessary documentation needed per legal requirements; problem solve case status and developments; understand and interpret policies and procedures; explain operations to staff and clients.
- Develop and maintain records for reporting purposes.
- Evaluate and develop procedures, standards and methods for the Family Resource Center based on contract and legal requirements .
- Supervise, train and evaluate assigned personnel.
- Establish and maintain effective working relationships with those contacted in the course of work, including diverse school, government, and community based agencies and community business partners.
- Exercise independent judgment and decision making.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Represent the agency and prepare and deliver oral and written presentations to groups.

- On a continuous basis, sit at desk for long periods of time or in meetings; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift light weight.

**SALARY AND BENEFITS**

Salary commensurate with experience; Benefits package includes medical, dental, vision and life insurance, Wellness Program, Employee Assistance Program, Paid Time Off, plus 13 holidays per year; Additional voluntary insurance offered; Employee contribution retirement savings program; This is an exempt position.

**Location**

Roseville and Auburn, California

**Application Deadline**

Submit resume and cover letter by Tuesday, June 6, 2017

**Submit resume and cover letter to**

Human Resources Manager

[kmartinez@kidsfirstnow.org](mailto:kmartinez@kidsfirstnow.org)

**\*\* KidsFirst is an Equal Opportunity Employer \*\***

**\*\* Smoke Free / Drug Free Work Environment \*\***