



Infant/Child Enrichment Services

Equal Opportunity Employer

Job Description

Job Title: Raising Healthy Families Program Manager

Reports to: Executive Director

FLSA Status: Non-Exempt \$30-36.47/hr

Hours: 32-40 hours a week

Summary: The Raising Healthy Families (RHF) Program Manager is responsible for the oversight and day-to-day operations of the Raising Healthy Families Program and its staff. The Program Manager is responsible for ensuring: Grant deadlines and project benchmarks are met; programmatic best practice standards are followed and updated as needed; budgets and expenditures receive oversight; educational resources and curriculum comply with grant and contract requirements; public and community/agency relationships are nurtured and sustained; and staff is well trained and supervised.

Supervisory Responsibilities Summary: Directly supervises Raising Healthy Families' employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include planning, assigning, and directing work, appraising performance, supporting and enforcing department protocols of employees, resolving employees concerns.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Human Service Knowledge and Abilities:

Keep informed of developments needed to implement advances in the field and in related professional disciplines and ensure that members of the team do the same.

Development and Management of Program Services & Resources

- Develop and monitor program activities to ensure the program is effectively responding to community and participant needs within funding requirements.
- Develop and distribute publicity and referral information about the program to inform the community and potential participants.
- Monitor budget expenditures to ensure program operates within budgetary guidelines.
- Assist with the completion of grant applications.
- Assess participant satisfaction with program services through interviewing, surveys and other means.

- Monitor and ensure adherence to grant requirements.
- Set annual program goals.
- Ensure program resources are protected.

Reporting/Documentation/Evaluation

- Maintains up-to-date records on program participants and activities according to grant requirements.
- Complete data necessary for evaluation of the program in order to improve and advance service delivery and outcomes.
- Reports to funders are submitted in timely, accurate and thorough manner.

Quality Supervision

- Ensure staff follows Personnel Procedures.
- Provide supervision to program staff on a regular and as-needed basis to review client files, discuss strategies to most effectively meet family needs, and promote their professional growth. Assist staff in analyzing case problems and improving diagnostic and helping skills.
- Accompany staff on home visits and/or parenting class to observe.
- Evaluate or provide for the performance evaluation of program team members.
- Conduct intakes and implement caseload management.

Staff Development

- Train new staff in all aspects of their position.
- Set high expectations for staff and devise an individualized development plan based on their years of experience and learning needs.
- Provide on-going staff development.

Community/Agency Collaboration and Relationships

- Regularly communicates and cooperates with agency Executive Director and co-employees.
- Foster, maintain and model respectful and strong working relationships with community agency staff, particularly County Social Services.
- Participate in applicable community committees.

Safety and Risk Management

- Ensure staff follows safe practices.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical – collects and researches data; designs work flows and procedures.

- Problem Solving – identifies and resolve problems in a timely manner; gathers and analyzes information skillfully; develops alternate solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.
- Technical Skills – assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Customer Service – manages difficult or emotional situations; solicits feedback to improve service.
- Interpersonal Skills – focuses on solving conflict, keeps emotions under control to model professionalism; projects a friendly and helpful demeanor to all associates; remains open to others’ ideas and tries new things; maintains confidentiality.
- Oral Communication – speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication – writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork – balances team and individual responsibilities; exhibits objectivity and openness to others’ views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone’s efforts to succeed.
- Delegation – delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Leadership – exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Managing People – includes staff in planning, decision-making, facilitating and processing improvement; takes responsibility for subordinates’ activities; makes self available to staff; provides regular performance feedback; develops subordinates’ skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.
- Cost Consciousness – works within approved budget.
- Organizational Support – follows policies and procedures; supports organization’s goals and values; supports affirmative action and respects diversity.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Minimum of BA in social services. MA preferred. Minimum one year experience supervising staff, administering social service program and working with parents.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure documents. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should be competent in word processing, data base and spreadsheet programs. Ability to type at least 30 words per minute.

Certificates, Licenses, Registrations: Current driver's license, automobile insurance, and fingerprint clearance.

Working Knowledge of:

1. Child Development, child abuse prevention and parenting techniques
2. Case management and service plans

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to sit. The employee must occasionally lift and/or

move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and depth perception.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.