

# FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

**Job Title: Intake and Supportive Services Manager**

**Reports to: Director of Program and Strategic Initiatives**

**Education Requirement: Bachelor's Degree in social work or related field**

**Experience Required: Minimum 3-5 years of human/social services program delivery**

**Position is Exempt, Full Time**

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**Job Summary:** Under the supervision of the Director of Program and Strategic Initiatives, the Intake and Supportive Services Manager is responsible for the overall coordination, management, and supervision of for the Families Forward Prevention, Diversion, Intake and Supportive Services Programs. In addition, the Prevention Manager will screen, advocate, and promote Agency resources and referral to fit the clients and their needs.

**Essential Job Duties:**

**Coordinate, manage, and supervise the Intake and Supportive Services Staff for the Families Forward Prevention Program (40%)**

- Supervise the Family Navigator and volunteers for the Prevention and Diversion program.
- Supervise the Supportive Services Coordinator and Career Coaches for the Supportive Services Program.
- Ensure staff receives necessary training and follows program protocols.
- Coordinate and/or provide: life skills counseling, support services, and referrals to community resources.
- Provide support in the following areas:
  - Identify appropriate housing for clients, and facilitate certain families' moves into Families Forward housing.
  - Determine the types of career services that will best assist the clients with obtaining/retaining/improving employment.
- Work with other Program staff to deliver the type and level of services that will assist each client-family in maintaining housing.
- Meet weekly with Housing Program Manager and Housing Resource Manager to discuss and support client's appropriate housing options, funding opportunities, Program evaluation and enhancement.

**Reporting and Monitoring (30% of time spent)**

- Monitor Prevention Program activities in relation to grant and agency requirements.
- Facilitate grant monitoring and audits as they relate to CDBG and other funding.
- Ensure that all grant required documentation is collected and maintained appropriately and that all files are current and compliant with grant requirements.
- Coordinate the entry, storage, retrieval, and quality control of client information for the Intake, Prevention, Diversion, and Supportive Services Program database systems.
- Maintain Prevention Program policies and procedures and ensure Prevention Program staff and volunteers are supported and in compliance.

**Program Coordination (20% of time spent)**

- Manage Community Cares program by coordinating referrals between volunteer providers and clients; coordinate all communication and recruiting of volunteer providers and Medical Advisory Board
- Support coordination of annual resource fair along with Operations Manager.
- Maintain community agency resource and referral list.
- Coordinate partner agencies and access to Families Forward's facility with the Operations Team.

**Additional Duties (10% of time spent)**

- Manage the coordination of outreach efforts to outside agency resources, including outside resource fair, CoC Meetings, and resource engagement.
- Report success stories, progress, statistics to the Board as requested by the Director of Programs and Strategic Initiatives.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, program committee and Board meetings as requested.

**Qualifications**

- Maintain valid California Driver's License and State Mandated Auto Insurance.

Please send email to Elizabeth Childs, Director of HR at [echilds@families-forward.org](mailto:echilds@families-forward.org)

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time

<b>Key Skills:</b>	<b>Comprehensive</b> Expert with total knowledge; guides others	<b>Advanced</b> Fully trained; req. occasional assistance	<b>Moderate</b> General knowledge but not totally proficient	<b>Basic</b> Trainee with general understanding
<b>Technical/Functional Expertise:</b> Training skills		<b>Required</b>		
<b>Computer Software:</b> Microsoft Office		<b>Required</b>		
<b>Interpersonal/Communication:</b> Strong verbal & written skills		<b>Required</b>		
<b>Language (non-English):</b> Speak & understand Spanish			<b>Preferred</b>	

**Work Environment/Requirements: (time required in terms of an 8 hour workday)**

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

<b>Basic Duties</b>	<b>O</b>	<b>F</b>	<b>C</b>
Drive car	<b>O</b>		
Operate forklift			
Ride in car	<b>O</b>		
Travel	<b>O</b>		
Use telephone			<b>C</b>
Type or use PC equipment			<b>C</b>
Sit at desk			<b>C</b>
<b>Noise Level</b>			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			<b>C</b>
Moderate Noise (open office)		<b>F</b>	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
<b>Work Environment</b>			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
<b>Other:</b>			

<b>Basic Functions</b>	<b>O</b>	<b>F</b>	<b>C</b>
Kneel/bend/crouch/crawl/squat	<b>O</b>		
Talk			<b>C</b>
Hear			<b>C</b>
Climb or balance			
Reach with hands or arms	<b>O</b>		
Reach above shoulder level	<b>O</b>		
Stand or walk	<b>O</b>		
Use hands to finger/handle/feel			
Push/pull			
<b>Special Vision Requirement</b>			
Close vision (clear at 20 inches or less)			<b>C</b>
Distance vision (clear at 20 inches or more)			<b>C</b>
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			<b>C</b>
<b>Lifting/Carrying</b>			
Up to 25 lbs.	<b>O</b>		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
<b>Working Hours</b>			
Physical presence during work hours		<b>F</b>	
Weekends	<b>O</b>		
Overtime			

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Manager's Approval

\_\_\_\_\_  
Date

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Human Resource's Approval

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Approval

\_\_\_\_\_  
Date