

Family Services Collaborative

Job Description

Job Title: Programs Manager

Reports to: Executive Director

Full-time, exempt position.

JOB SUMMARY

The Programs Manager provides direction, and oversight of Orange County's Family Coordinated Entry System (FCES) operations to ensure the success of the program which includes all functions of the FCES, reporting, contract monitoring, and training within Family Solutions Collaborative Access Points.

In collaboration with and under the supervision of the Executive Director, the Family Solutions Collaborative Programs Manager will be responsible for the supervision of the Family System Specialists (FSS), collaborate with the Executive Director on program management, program deliverables and outcomes, community collaboration and technical assistance. The Programs Manager will also monitor budgets, disbursements of funds, improve information and communication systems and develops operating policies and procedures.

ESSENTIAL JOB DUTIES

Staff Supervision

- Responsible for the day-to-day supervision of the FSC Family Service Specialists (FSS). Provide ongoing training and technical assistance to FSS staff to ensure professional standards and practices are met.
- Supports the hiring, orientation, and development of performance improvement plans and professional development of FSS Staff. Monitors and evaluates performance in compliance with the FSC performance planning and appraisal process.
- In collaboration with the Executive Director conducts weekly staff meetings to focus on relevant information dissemination, programmatic updates, case conferencing and community updates.
- Ensure operational staff support in coordination with Families Forward identified staff.

Programs Management and Oversight

- Coordinate with 211OC staff to ensure FCES data is in compliance with system-wide performance measures.

- In coordination with Data and Compliance Committee, grant contracts and other stakeholders, identify performance goals for regional Family Access Points and work with FCES staff to assure performance goals are being met.
- Ensure family CES maintains a high level of integration in to CES county wide-system.
- Represent the FSC as the lead contact in FCES HMIS project insurance quality control and standard practices.
- Monitor and report operational issues, opportunities, achievements and outcomes to the Executive Director.
- Monitor and analyze data and system trends to identify and inform ongoing system improvement.

Community and Collaboration

- Convene and lead regularly scheduled housing match and case conferencing meetings.
- Respond to the needs of the various access sites throughout the Service Planning Areas.
- Support in the development and access to needed supportive services.
- Coordinate with FSC Providers to link families to available resources.
- Participate as a member of FSC sub-committees and community groups as identified.
- Maintains knowledge of community resources; develops effective working relationships with key staff members at those agencies; and makes appropriate referrals to those resources.
- Educate, network and represent Family Coordinated Entry System activities to local agencies and stakeholders.

Communication

- Effectively prepare and present information verbally and in writing on topics related to operational issues, productivity performance standards, program funding allocation, and policy and procedures.
- Strong communication skills; comfortable leading and representing the organization in meetings and large and small venues.
- Develop and implement Process Information Notifications (PINs) to ensure seamless and timely operational changes to internal and external stakeholders and members.
- Anticipate and assist in surfacing/prioritizing issues to the executive director regarding potential challenges areas related to program outcomes.

Additional Requirements

- Commitment to the mission of the Family Solutions Collaborative, housing first model and a functional first zero family homelessness by 2022.
- Readily shares information and expertise with others, listens to others' points of view, and works to build consensus and adopt best practices.
- Ability to be a proactive leader, identify critical issues and relay the information in a timely, concise, logical, and thorough manner.
- Uses logic, critical thinking and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Represent the FSC in a professional manner and work collaboratively with stakeholders.

- Ability to gather and analyze information skillfully and develop alternative solutions.
- Excellent interpersonal skills and desire to work as part of a team; uses reason even when dealing with emotional topics.
- Excellent organizational skills and attention to detail; proven competence with collection and management of documentation and paperwork.
- Energetic, self-motivated with demonstrable analytical skills, strong problem-solving skills, such as assessing the issue and recommending a range of solutions
- Flexibility, professional demeanor, ability to respond calmly and positively to rapidly changing situations.

QUALIFICATIONS

- Experience working in Orange County and knowledge of social service providers.
- Minimum of a Bachelor’s Degree.
- Minimum of three years of experience working specifically with individuals in programs that address the basic mental health, physical health, educational, cultural and developmental needs of the homeless.
- Excellent communication skills, both written and verbal.
- Advanced computer skills, including Excel, databases and data entry.
- High level of professionalism and discretion is required.
- Bilingual in Spanish preferred.
- Maintain valid California Driver License and State-mandated Auto Insurance.

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. This job description shall be reviewed annually.

Salary is commensurate with experience.

To apply please send resume to Elizabeth Childs, Director of Operations, at echilds@families-forward.org. No phone calls please.

Executive Director’s Approval

Date

Employee’s Signature

Date