

Family Services Collaborative

Job Description

Job Title: Administrative Manager

Reports to: Executive Director

Contract position. Full-time, exempt position

JOB SUMMARY

The Administrative Manager will be responsible for the oversight of multiple, concurrent service agreements and related work and will oversee the coordination and compliance of the Program services, including housing for families experiencing homelessness in Orange County.

This position shall be responsible for monitoring agreement activities to ensure that terms of the agreements are met; acts as liaison between the Providers and the County and represents the Family Solutions Collaborative in a variety of settings, contract monitoring, quality assurance, coordination of services and reporting of the Program.

The Administrative Manager will oversee a full-time Data and Compliance Coordinator for this Program, as well as work in coordination with the Accounting Tech to monitor budget and disburse funds. This position will work to improve information and communication systems as well as develop operating policies and procedures.

ESSENTIAL JOB DUTIES

Program Compliance

1. Monitors the multiple Program service agreement activities regularly to ensure that terms are being met.
2. Ensure performance measures and reporting requirements are being met and work to provide support for improvements.
3. Provide complex problem-solving, guidance and trouble-shooting.
4. Analyzes and supports planning efforts for identifying program's future resource needs and business process improvements.
5. Maximizes use of available time by prioritizing multiple and/or competing tasks, and effectively addresses the most critical items identified within established time-frames/deadlines.

Reporting

1. Work in coordination with the Data and Compliance Coordinator to ensure program data is entered into the data and tracking system and ensure guidelines and standards are met.
2. Ensure monthly and annual reporting and evaluations are submitted in accordance with the contract
3. Participate in the Data and Compliance Committee of the Family Solutions Collaborative.
4. In coordination with the Executive Director and other stakeholders, develop and implement long-term goals and objectives to achieve the successful outcome of the program; assess the strengths of the program and identify areas for improvement.

COMMUNICATION

1. Ensure regular ongoing communication to Providers, Stakeholders and Executive Director.
2. Quickly assess and analyze complex and challenging issues and communicate information and actions needed in a timely and responsive manner.
3. 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.
4. Inform executive director and the County of Orange of critical issues in a timely, concise, logical, and thorough manner.
5. Demonstrate professionalism, tact and diplomacy while representing the FSC in meetings, through written correspondence and other official roles.
6. Prepares written documents such as contract specifications, payment and invoicing requests, and correspondence with Providers using clearly-organized thoughts, proper sentence structure, punctuation, and grammar.

Collaboration

1. Builds effective working relationships with Stakeholders both internally and externally.
2. Recognizes and respects the value of diversity and differing opinions, while ensuring that individual and/or team goals are not met at the expense of others and demonstrates flexibility and openness to new ideas, as well as actively solicits new ideas and opinions from others with the goal of effectuating process improvements.
3. Freely shares specialized knowledge with others from across the Agency/County to support the Program.
4. Contributes to building a positive team spirit; supports everyone's efforts to succeed.

Additional Requirements

1. Commitment to the mission of the Family Solutions Collaborative.
2. Represent the FSC in a professional manner and work collaboratively with stakeholders.
3. Excellent interpersonal skills and desire to work as part of a team.
4. Excellent organizational skills and attention to details; proven competence with collection and management of documentation and paperwork.
5. Energetic, self-motivated with demonstrable analytical skills, strong problem-solving skills, such as assessing the issue and recommending range of solutions

6. Flexibility, professional demeanor, ability to respond calmly and positively to rapidly changing situations.

Qualifications

The ideal candidate will have three (3) or more years of experience in a role performing analytical and/or administrative functions within a social services or government agency.

The ideal candidate will also possess a Bachelor's degree or higher in Psychology, Social Work, Human Services, Sociology, Public Administration, Business Administration or a closely related field.

Background in and knowledge of administrative support of social services programs, i.e. reporting, finance, research, quality assurance, technology, training, communication, policy development, etc... is preferred but not required.

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.

Executive Director's Approval

Date

Employee's Signature

Date

For consideration, please email Elizabeth Childs at echilds@families-forward.org