

# Family Services Collaborative

## Job Description

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**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 to provide Homeless Prevention and Rapid Rehousing services, including housing for families experiencing homelessness and families at-risk of 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, fiscal management 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 budgets, 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 continually being met through monitoring of service agreements.
2. Coordinate with Program agency staff to ensure Programs are responsive in providing the appropriate level of service specified in the service agreement and that requirements are being met.
3. Ensure performance measures and reporting requirements are being met and work to provide support for improvements.
4. Provide complex problem-solving, guidance and trouble-shooting.
5. Analyzes and supports planning efforts for identifying program's future resource needs and business process improvements.
6. 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 HMIS and adhere to all implementation guidelines and HMIS standards.
2. Ensure monthly and annual reporting and evaluations are submitted in accordance to the program evaluation framework.
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. Readily shares information and technical expertise with others, listens to others' points of view, and works to build consensus and adopt best practices.
6. Demonstrate professionalism, tact and diplomacy while representing the FSC in meetings, through written correspondence and other official roles.
7. 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 with community and County partners in the development and implementation of the Program.
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. Exhibits passion and a positive attitude towards the work at hand, creating a synergistic work environment.
5. 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 Social Services Programs, and administrative support of Social Services programs, i.e. reporting, finance, research, quality assurance, technology, training, communication, policy development, etc... is preferred.

**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.

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Executive Director's Approval

\_\_\_\_\_  
Date

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Employee's Signature

\_\_\_\_\_  
Date

For consideration, please email Elizabeth Childs at [echilds@families-forward.org](mailto:echilds@families-forward.org)