

FAMILIES FORWARD

Job Title: Supportive Services Manager

Reports to: Director of Programs

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

Position is Exempt, Full-Time

Job Summary: Families Forward is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. Under the supervision of the Director of Programs the Supportive Services Manager is responsible for the overall coordination, management, and supervision of the Families Forward Supportive Services Programs including career coaching, counseling, and community resources. In addition, the Supportive Services Manager will screen, advocate, and promote agency resources and referral partners to fit the clients and their needs.

Essential Job Duties:

Staff Management and Program Oversight (55% of time spent)

- Hire, train, manage, and evaluate a diverse team of support service team members ensuring consistent high quality, Trauma Informed Care services focusing on Housing First approaches to ending family homelessness.
- Develop, implement, and maintain annual performance and goals of career, counseling, and community resources department in partnership with Program Director.
- Track and manage support team caseloads and service delivery.
- Meet weekly with Housing Program Manager and Housing Resource Manager to discuss and support clients' appropriate housing options, funding opportunities, Program evaluation, and enhancement.
- Evaluate the entry, storage, retrieval, and quality control of client information in client database.
- Assist team with assessing families' challenges, strengths, and areas where they may need assistance.
- Work with the team to develop new and innovative ways to engage with and support clients.
- Review and approve staff timesheets in a timely manner, and ensure other administrative tasks are completed.
- Develop and manage Community Cares program by coordinating referrals between volunteer providers and clients; coordinate all communication and recruiting of volunteer providers and Medical Advisory Board.
- Oversee the maintenance of the agency's community resource and referral partner list for program and volunteer client needs.
- Strengthen and build relationships with community partners to ensure ease of access for Families Forward's participants.

Data, Reporting, and Program Development (30% of time spent)

- Track, report on, and adjust programs as necessary based on weekly/monthly/annual program progress to maximize agency impact.
- Analyze program data and adjust scope and direction of support service programs as needed to improve efficiency and increase positive outcomes.
- Provide client level information to help support annual grant reporting as requested.
- Maintain program alignment with industry best and evidence-based practices.
- Collaborate with the data team monthly for grant tracking reporting.

Additional Duties (15% of time spent)

- Serve as an integral part of Families Forward's leadership team, providing feedback on staff and client concerns and workshopping ways to enhance services provided to clients.
- Manage the coordination of outreach efforts to outside agency resources and in community meetings.
- Report success stories, progress, statistics to the Board and Committees as requested by the Director of Program.
- Attend all staff, program, program committee, and Board meetings as requested.

Qualifications

- Maintain valid California Driver's License and State Mandated Auto Insurance.
- Ability to occasionally lift or carry 25 pounds.

Please send resume to Marissa Hall at mhall@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

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

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

Time each day (**O**ccasionally = 0.5 to 2.0 hours; **F**requently = 2.5 to 4.0 hours; **C**ontinuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk			C
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			C
Moderate Noise (open office)		F	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			
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			
Other:			

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

Manager's Approval

Date

Human Resource's Approval

Date

Employee's Approval

Date