

FAMILIES FORWARD

Job Title: Program Service Manager

Reports to: Director of Programs

Education Requirement: Bachelor's degree in social work, human services, counseling, nonprofit management, or a related field preferred; relevant experience may substitute for education

Experience Required: 3-5 years of progressive experience in human or social services program delivery

Position is: Exempt, Full Time

Salary Range: \$77,000 - \$81,000

About Families Forward

At Families Forward, we are dedicated to preventing and ending family homelessness and strengthening community wellbeing across Orange County. Since 1984, our nonprofit organization has provided compassionate support that empowers families to achieve lasting stability and self-sufficiency through housing programs, essential services like our food pantry and career counseling, and meaningful resources that nurture resilience and hope. Guided by our core values of *dignity, empowerment, accountability, community spirit, and hope*, we strive to create an environment where families can thrive and where every team member feels inspired, valued, and equipped to make a meaningful impact in the lives of others. We believe in fostering a collaborative and inclusive workplace where passion for service meets purpose-driven work. Join us in building stronger families and a stronger community.

The Opportunity:

Families Forward is seeking a highly motivated, compassionate, and forward-thinking Program Service Manager who is passionate about improving outcomes for families experiencing housing instability. Under the supervision of the Director of Programs, this position leads staff and oversees the coordination, quality, performance, and continued development of Career Coaching, Counseling Services, Community Services Navigation, and Community Resources. The Program Service Manager uses data, technology, partnership development, and continuous learning to strengthen service delivery. The position also provides project oversight for seasonal programs and special initiatives, ensuring clear plans, cross-department coordination, timely execution, and evaluation of results.

Essential Job Duties:

Leadership and Team Oversight (35% of time spent)

- Set clear direction for the team and translate agency priorities into practical goals, responsibilities, and measures of success.
- Hire, onboard, supervise, coach, and develop program service staff through regular individual supervision, team meetings, timely feedback, and meaningful growth opportunities.
- Foster a collaborative, accountable, inclusive, and solutions-oriented culture that supports learning, innovation, high-quality service, and shared ownership of results.
- Monitor workload, service capacity, schedules, documentation, and administrative requirements to support effective operations and equitable client access.
- Address performance or conduct concerns promptly and consistently in partnership with Human Resources and the Director of Programs, as appropriate.
- Lead change effectively, anticipate emerging client and community needs, and prepare staff to adopt new practices, systems, and technology.
- Serve as a member of the leadership team by elevating staff and client needs, contributing to cross-department planning, and supporting agency-wide priorities.

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Program Quality, Coordination, and Improvement (30% of time spent)

- Provide coordinated oversight of Career Coaching, Counseling Services, Community Services Navigation, and Community Resources, establishing clear goals, workflows, service standards, and performance measures in partnership with the Director of Programs.
- Ensure services are accessible, ethical, trauma-informed, client-centered, and aligned with Housing First principles, program requirements, and provider qualifications.
- Guide consistent participant engagement, goal planning, referrals, documentation, and progress toward employment, education, financial stability, wellness, and resource-access goals.
- Provide direct supervision of front desk operations and program support to volunteers; promote seamless coordination between front desk functions and program service delivery.
- Maintain accurate, organized, accessible, and current community resource and referral information, and ensure staff and volunteers deliver welcoming, informed customer service.
- Review program capacity, client access, service quality, outcomes, and compliance; use data, client experience, staff feedback, community trends, and best practices to identify risks, close service gaps, and guide improvements.
- Coordinate with the Data Team to strengthen data quality, grant tracking, outcome measurement, reporting, and continuous improvement, and provide program narratives, outcomes, and success stories as requested.

Seasonal Programs and Special Initiatives (15% of time spent)

- Provide end-to-end project oversight for seasonal programs and special initiatives, including holiday assistance, back-to-school activities, community resource fairs, and other family support efforts.
- Define project scope, eligibility, deliverables, success measures, timelines, roles, and decision-making processes, and maintain practical project plans with milestones, owners, dependencies, and contingency plans.
- Coordinate cross-department responsibilities, staffing, volunteers, partners, vendors, materials, technology, space, client communications, and service logistics.
- Monitor progress, risks, capacity, participation, expenses, documentation, and changes to scope; communicate status and escalate barriers early.
- Ensure organized, safe, welcoming, equitable, and client-centered implementation, followed by evaluation, documentation of outcomes and lessons learned, and recommendations for future cycles.

Partnerships, Representation, and Organizational Contribution (20% of time spent)

- Build and maintain effective relationships with employers, workforce and education partners, service providers, healthcare providers, public agencies, and community organizations that expand opportunities and resource access for participants.
- Represent Families Forward at community meetings, coalitions, outreach activities, and collaborative partnerships with confidence and professionalism.
- Identify emerging needs and opportunities for new resources, partnerships, funding alignment, technology, and programming that strengthen client services.
- Communicate clearly across differing perspectives, facilitate productive collaboration, and follow through on commitments while raising risks early.

What It Takes to Be Successful in This Role

- Future-focused: anticipates emerging needs, sees opportunities beyond current practices, and translates ideas into practical next steps.
- Growth-oriented and intellectually curious: learns quickly, seeks feedback, asks thoughtful questions, and continues building knowledge of programs, systems, and community needs.
- Technology-savvy: confidently learns and uses databases, collaboration tools, reporting systems, and emerging technology to improve communication, efficiency, data quality, and service delivery.

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- Outgoing and relationship-oriented: is comfortable initiating conversations, facilitating groups, representing the agency, and building trust with staff, clients, partners, and community stakeholders.
- Organized and accountable: manages multiple service areas and projects, establishes clear ownership, follows through on commitments, and communicates risks early.
- Data-informed and outcomes-focused: uses qualitative and quantitative information to assess performance, solve problems, and improve results.
- Adaptable and solutions-oriented: remains effective through changing priorities, resource constraints, and evolving client or community needs.
- Collaborative: communicates clearly, listens well, navigates differing perspectives, and creates an inclusive environment where others can contribute and grow.

Qualifications

- Experience in workforce development, counseling, community-based services, resource navigation, or similar supportive services preferred.
- Experience coordinating community events, resource fairs, seasonal assistance programs, or volunteer-supported activities preferred.
- Demonstrated ability to lead and develop staff, manage multiple programs and projects, use data to improve outcomes, learn new technology, and build effective partnerships.
- Strong organization, judgment, communication, facilitation, and follow-through, with the ability to remain adaptable and solutions-oriented while managing competing priorities.
- Spanish language proficiency preferred.
- Maintain a valid California Driver's License and state-mandated automobile insurance.
- Ability to occasionally lift or carry up to 25 pounds.

Work Environment and Requirements

- Work is performed primarily in an office environment, with regular computer and telephone use and occasional local travel.
- Occasional evening or weekend availability may be required to support seasonal programs, community activities, or program needs.

Don't meet every single requirement? We encourage you to apply anyway. At Families Forward, we value diverse backgrounds, perspectives, and lived experiences. If you're excited about this role and our mission to end homelessness, we want to hear from you—even if your experience doesn't align perfectly with every qualification.

Benefits: Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

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.

**Please submit all resumes to Jennifer Press, Senior Director of Talent and Operations, at jpress@families-forward.org.
No phone calls, please.**