



FAMILY CONNECTIONS ASSISTANT PROGRAM MANAGER

Job Category: Youth Programs

Job Status: Full-time

Reports To: Family Connections Program Manager

Job Summary: The Family Connections Assistant Program Manager provides assistance in the day-to-day management and functioning of the Family Connections Center. This program provides 24/7 crisis and trauma-informed community based to children ages 0-18, who are in the custody of the Children's Division, in addition to providing intensive integration work with families.

Responsibilities: Primary responsibilities include but are not limited to:

Administrative Leadership and Management (in partnership with the Program Manager)

- Complete and document all program intakes and discharges using the SAM database.
- Attend first shift to second shift change communication and remain in the center through dinner to aid and support staff and children.
- Assist in processing incoming mail for the Center.
- Responsible for providing support to staff during OHI investigations.
- Assist staff with the implementation of quality client care, providing coaching and training to staff as needed.
- Ensure all clients with medical needs are met including but not limited to scheduling 72 hour medical exams, other appointments as needed, and medication management.
- Responsible for quality assurance of medication management (i.e. checking MAR and maintaining prescribed medication on site for client consumption).
- Complete client assessments (i.e. Daily Living Assessment).
- Review and approve client documentation and incident reports. Maintain accurate and up-to-date client files/records.
- Complete bi-weekly reports for emergency placed children and submit to program manager for review.
- Meet with children to answer questions, de-escalate situations, and settle grievances.
- Assists in recreational planning to ensure activities that engage and benefit the children are being created and implemented.
- Maintain contact and relationship building with other partner agencies and community stakeholders; timely report client progress, activities, and needs.
- Attend trainings, court and meetings as required, and actively participate in all leadership meetings.
- Complete community outreach to access resources/services for clients.
- Purchase supplies as needed.
- Fulfill clothing vouchers as needed.
- Contribute on an organizational level with a focus on agency culture, cultural competency, and performance improvement outcomes.

- Participate as an active team member with all agency departments (i.e. attend meetings as assigned, ensure availability of residents for scheduled on and off campus appointments, etc.) so the agency's efforts to assist clients and maintain licensing/contract/COA standards are coordinated for maximum effectiveness.
- Maintain strong, open communication with direct supervisor regarding services delivered, concerns or questions.
- Serve in the supervisor on-call rotation to assist with Behavioral Interventionist and Family Connections after-hours crisis calls.
- Maintain CPR/First Aid certification.
- Be dependable and punctual in work attendance and follow all agency policies.

Outcome Planning/PQI (in partnership with the Program Manager)

- Responsible for the measurement and effectiveness of the program, both internal and external.
- Implement and lead a continuous quality improvement process throughout the program and service areas in his/her purview, focusing on systems/process improvement and personnel growth.
- Review client files quarterly for ongoing quality assurance measures.
- Participate in quarterly client audit reviews; make updates/changes as identified through the PQI process.
- Participate in the evaluation and implementation of service improvement as identified by FosterAdopt Connect's internal PQI process.

Financial Management

- Adhere to budget guidelines to assure fiscally sound operations that meet budget expectations.
- Assist with grant planning and execution as required.
- Participate in annual budget planning process in conjunction with the Director, as needed.

Strategic Planning

- Provide vital input in short- and long-term strategic and operational planning, evaluation and positioning within FosterAdopt Connect.
 - Assist with the agenda and development of growth strategies for FosterAdopt Connect.
 - Assist to implement growth strategies.

Qualifications

- Bachelor's Degree (Master's Degree preferred) in social work, psychology, public administration, or a related human services field and three (3+) years of experience working in non-profit social service agencies. Management experience preferred but not required.
- Previous experience working with at-risk populations required.
- Core understanding of child welfare practice and policy.
- Experience creating and driving the analytic framework for planning and managing organizational change in a fast growing organization.
- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies, and guiding investment in people and systems.
- Core understanding of program development, implementation and evaluation.
- Strategic thinker.
- Outstanding organizational and planning skills.
- Solid commitment to the principles of support and advocacy for foster and adoptive families.

- The ability to collaborate and advocate for positive outcomes, using excellent interpersonal skills in multi-disciplinary, diverse, and dynamic professional teams.
- Strong verbal communication skills and demonstrated ability to write clearly and persuasively.
- Demonstrated leadership ability, team management, and interpersonal skills. Must have ability to quickly establish rapport and build trust.
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented while meeting all deadlines.
- Work as a necessary part of a team effort with colleagues of all demographics.
- Model ethical and professional behavior at all times.
- Participate in ongoing meetings/professional memberships and trainings as required by the Program Manager/Director of Youth Services.
- Experience working with marginalized communities with a nuanced understanding of systemic oppressions.
- Flexibility and adaptability, able to shift styles to fit the needs of a wide range of cultures, people, and organizations.

Compensation and Benefits

- Salary commensurate with experience
- Full-time, exempt position
- Health, dental, vision, short and long-term disability, and life coverage options provided
- We pay 100% of long-term disability and life insurance premiums and 50% of health insurance costs. Additionally, we offer a match for a 403(b) retirement plan. We also provide access to dental insurance and short-term disability for purchase.

FosterAdopt Connect does not and shall not discriminate on the basis of race, color, religion, gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its programs or services. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and members.