

JOB DESCRIPTION

POSITION: Program Manager

PROGRAM: FamilySource Center

Salary Range: \$54,996 – \$78,880; DOE

Position Summary: – Full-time, exempt position.

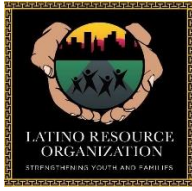
The FamilySource Center Program Manager is responsible for the implementation, supervision and evaluation of FSC client services, oversight of case management system, and supervision of case managers, interns, and volunteers to carry out the goals of the program and ensure contract compliance.

Responsibilities: Essential job duty is to administer and provide leadership to the FSC Team: case management supervision, staff development, and evaluation of all FSC staff, volunteers, and interns; oversee staff and program operations.

- Work closely with Senior Contract Compliance Manager to regularly review and evaluate service delivery in conjunction with contract outcomes and in compliance with the Community Investment & Family Department, City of Los Angeles (CIFDLA).
- Represent Latino Resource Organization at meetings, conferences, and training: establish and maintain positive working relationship with CIFD Staff and partner agencies; regularly attend CIFD trainings and meetings.
- Establish and maintain connections and collaborate with outside agencies, i.e. LAUSD, YouthSource, WorkSource, GRYD, DCFS, LAPD, etc., to ensure coordinated service delivery; represent the WLAFCSC at meetings, conferences, and trainings
- Conduct regular case management meetings to discuss client cases, program goals, and conduct relevant training.
- Maintains a case load of clients for direct case management services
- Train and provide supervision of all staff and volunteers to carry out goals of the program
- Train FSC staff on confidentiality, child and elder abuse reporting, and any other relevant legal and ethical client related matters.
- Assist in emergency crisis interventions as needed.
- Maintain and oversee client files, contract documentation, conduct internal file reviews, and train staff.
- Work cooperatively with Executive Director and other program managers and staff
- Work with Family Therapist to coordinate psycho-family education & counseling services
- Coordinates with staff to ensure program reports are drafted and submitted in a timely manner.
- Other duties as assigned by Executive Director

Qualifications and Requirements:

- **Master of Social Work (MSW) is required for this position.**



- Two years of related experience
- Experience with evidence-based programming with low-income populations; ability to write reports, track, evaluate and report findings
- Excellent communication, organizational and time management skills
- Bi-lingual Spanish/English required
- Computer literate with Microsoft Office Suite.

Skills and Abilities:

- Capacity to work collaboratively as a supervisor.
- Clear, succinct bi-lingual writing skills preferred.
- Communicate effectively in oral form (in English and Spanish preferred).
- High Level of Professionalism -display sensitivity, tact, and responsiveness in various stressful situations and needs.
- Maintain high level of confidentiality.
- Handle public contact and relations effectively.
- Plan short and long-range projects, recruitment and community events.
- Analyze and resolve problems.
- Develop and maintain effective working relationships.
- Handle feedback and constructive criticism.