



"Building strong, healthy, self-sufficient families since 1992"

Website: www.fscss.org

3545 7th Ave SW, Suite 200, Olympia, WA 98502

Phone: (360) 754-9297 Fax: (360) 943-1139

POSITION TITLE: Direct Services Program Manager

POSITION TYPE: Full time, Exempt.

SALARY: \$53,000 - \$55,000 DOQ

BENEFITS: Full benefits package including: medical, dental, vision, holidays, vacation, and sick leave.

HOURS: Full time 35 hours per week; typically Monday-Thursday 9:00AM – 5:00PM, Fridays 9:00-2:00PM.

Occasional nights/weekends.

REPORTS TO: Deputy Director

LOCATION: This position is based out of our West Olympia location

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, "*Working Together to Strengthen All Families and Survivors*". The Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

Position Summary: The Direct Services Program Manager is responsible for the supervision of direct service staff providing services to families and survivors of violence. This position will provide one on one supervision with all supervisees once per week, completing annual reviews, establishing goal plans with staff, ensuring high quality direct client services are offered to all clients. The Program Manager is responsible for the onboarding and training of staff, remaining knowledgeable about program services and requirements. In collaboration with other program managers, the Direct Services Program Manager will establish training manuals, tracking mechanisms for staff's continuing education and training opportunities, leading bimonthly staff meetings, and regular team check ins.

Preferred Skills & Experience:

- Experience: 2+ years' experience supervising employees, preferably in the nonprofit/human services sector.
- Education/Training: Bachelor's degree or equivalent experience in a social service or related field.
- Technology: Proficient in computer use, including Microsoft Windows programs, and electronic data base systems such as Apricot/ Efforts to Outcomes, and/or HMIS.
- Training & Certifications: Domestic Violence and Sexual Assault advocacy certification
- Knowledge of trauma informed care, harm reduction, housing first, golden thread documentation, permanent supportive housing, rapid re-housing, foundational community supports, etc.
- Local work experience and knowledge of social service, housing, and employment resources in the South Sound.
- Bilingual/Bicultural, English & Spanish.

Licenses & Other Requirements:

- Must pass comprehensive background check.
- Washington State driver's license and fully insurable vehicle.

Primary Responsibilities:

- Supervise direct service staff, including all housing case management staff, family resource navigators, and shelter staff when needed.
- Provide one on one supervision meetings weekly, identify and oversee training needs and goals, address any disciplinary actions needed as appropriate, manage schedules/coverage, and support the overall team in achieving success.

- Track staff development goals and funding availability; ensure staff are meeting required annual trainings as appropriate.
- Remain knowledgeable about staff's caseload capacity, rental assistance availability, and number of households awaiting a resource; work collaboratively with Compliance Manager and Rapid Re-Housing Program Managers to ensure staff have manageable caseloads, rental assistance is allocated, and client needs are met.
- Remain knowledgeable about Foundational Community Supports programming requirements and work with staff to ensure all eligible and interested households are enrolled in FCS services where appropriate. Collaborate with Compliance Manager as needed.
- Ensure all direct service staff understand all of the agency's programs and services and eligibility requirements for each, including shelter, rapid re-housing, diversion, prevention, and permanent supportive housing.
- Work closely with FSC Receptionist to evaluate client flow and client experience regularly; adjust processes to best serve clients where possible.
- Manage staff schedules and remote work agreements, ensuring the main campus location has appropriate staffing levels.
- Develop training manuals for programs in order to have standard operating procedures and consistent service delivery methods.
- Support other program managers with coverage and supervision needs as necessary.
- Approve direct client requests from staff as needed; ensure expenses are tracked on appropriate spreadsheet and that expenditures meet the funding requirements.
- Work alongside other program managers to programmatic compliance with various funding sources; work with supervisees as needed to improve files and services to ensure compliance.
- Collaborate with Compliance Manager to complete regular client file audits across all programs.
- Ensure staff are following golden thread documentation expectations; regularly review case notes and address any issues as needed.
- Maintain communications with AmeriGroup, Health Care Authority, and other Foundational Community Supports program contacts as needed; do so in collaboration with Compliance Manager if billing related.
- Participate in specific meetings and training as it relates to current funding held by agency. Report back key information to full staff and/or FCS funded staff as appropriate.
- Participate in HealthCare Authority Fidelity Reviews for Permanent Supportive Housing & Supported Employment programs to ensure agency services and programs adhere to best practices and standards. Lead the organization in making any recommended changes following the fidelity review.
- Maintain knowledge of and understanding of housing first, coordinated entry, and other best practice modes of service delivery to ensure FSCSS is offering evidence based, best practice services to families.
- Participate in applicable community meetings, representing FSC and providing updates to the community and staff as needed.
- Identify community meetings appropriate for direct service to attend; ensure regular attendance and reporting back to staff occurs.
- Participate in bi-monthly management meetings, help lead regular staff meetings, and applicable team/program specific meetings.
- Participate in agency's on-call rotation to provide backup support to shelter staff in evenings; approximately 3-4 weeks per year. Be available to directly supervised staff when they are on-call for questions.
- Update program administrative plans to sustain alignment with changes to program policies and procedures as needed.
- Oversee data quality within the HMIS and Apricot systems ensuring progress monitoring reports are accurate and adequately represent the outcomes of the programs.
- Ensure Annual Performance Reports for HUD programs are complete and that performance measures are met.
- Other duties as assigned.

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references (email and phone preferred) to [hiring@fscss.org](mailto: hiring@fscss.org) or fax documents to 360-943-1139 ATTN: Hiring, or mail to Family Support Center of South Sound 3545 7th Ave SW Suite 200, Olympia WA 98502. No phone calls, please.

Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.