



**POSITION TITLE:** Family Resource Services Program Manager

**POSITION TYPE:** Full time, non-exempt.

**REPORTS TO:** Operations Director

**SALARY:** Hiring range \$74,550- \$76,6500 annually

**BENEFITS:** Full benefits package including: medical, dental, vision, holidays (90 hours per fiscal year, days chosen by employee), vacation (2 weeks per year- accrued per hour worked), and sick leave (12 days/year- accrued per hour worked). 401k contribution after 12 months of employment.

**HOURS:** Full time 35hours per week, Monday-Thursday 9-5, Friday 9-2PM. Occasional nights/weekends.

**LOCATION:** This position is based full-time out of our West Olympia office.

**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 Family Resource Services Program Manager is responsible for ensuring the agency’s oldest program continues to offer robust supportive services to families with children during their times of need. The manager is responsible for the review, approval, and distribution of eviction prevention assistance (approximately \$500,000 annually) to families with children and survivors of domestic violence. Additionally, the Program Manager ensures Family Resource Navigators are available to families seeking support such as one time financial assistance, help connecting to mainstream benefits, parenting support, securing basic need items, domestic violence advocacy, and more. The Program Manager is also responsible for management of the Pathways Community Health Worker program, supervising staff, managing caseloads, and actively engaging with the Community Care Hub to ensure program compliance.

### **Preferred Skills & Experience:**

- Experience:
  - 5+ years’ experience (minimum 2 years) working in human services/ homeless services, and/or similar field.
  - 2+ years’ experience supervising direct service staff such as community health workers, advocates, or case managers.
  - 2+ years’ experience managing budgets in excess of \$250,000 per year.
  - Meeting facilitation.
- 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.
- Proficient in the use of excel. Understanding and ability to utilize formulas to create and track budgets.
- Knowledge of rapid re-housing, housing first, harm reduction, community health work, and coordinated entry.
- Understanding of various rental assistance programs such as HUD, Consolidated Homeless Grant, and Emergency Solutions Grant.
- Detailed oriented, experience in managing complex budgets.

### **Licenses & Other Requirements:**

- Must pass comprehensive background check

## **Duties and Responsibilities:**

### **Family Resource Services: 25% of time**

- Supervise team of Family Resource Navigators (approx. 1-3 people), providing 1:1 supervision weekly, in addition to check ins as needed.
- Manage County and privately funded direct client assistance funding. Review and approve requests for payments ensuring all necessary information for payment is included and that funds are spent equitably amongst clients.
- Support staff in professional development and meeting individual goals.
- Support in training and onboarding of new direct service staff working in the FRS program to ensure they have a full understanding of the program's requirements, eligibility, and process.
- Support other program management staff as needed, which may include supervision coverage, working onsite at family shelter location as needed, etc.
- Participate in 1:1 supervision weekly with Operations Director. Attend other FSC and community meetings such as identified and directed by supervisor or leadership.
- Ensure any program specific email accounts are checked at least every other day, clients or partners receive accurate information in response, and delegate any necessary follow up accordingly.
- Work with program staff to confirm voicemails are caught up by the end of each day, and emails are promptly responded to.
- Maintain knowledge of and understanding of housing first, coordinated entry, family support principles, protective factors, and other best practice modes of service delivery to ensure FSCSS is offering evidence based, best practice services to families.
- Maintain relationships with community partners, and identify community locations where Family Resource Navigators could co-locate to provide services to underserved individuals and communities.
- Work with front desk/family room team to regularly review the flow of families to the FRS program, remaining open to trying new ideas and approaches to serving walk ins, callers, and families seeking more immediate resources and support.

### **Eviction Prevention: 50% of time**

- Manage all budgets for prevention assistance contracts held by FSC. This may include Consolidated Homeless Grant (CHG), Homeless Prevention, local document recording fees, and others.
- Review client files to ensure all required documents are completed in accordance with grant requirements, including but not limited to income records, housing goal plan, housing verification, targeted prevention screening tool, etc.
- Review and approve requests for prevention assistance for households. Ensure expenses are tracked on appropriate spreadsheet and pledges are submitted and coded correctly.
- Prioritize referrals and maintain relationships with NW Justice Project attorneys, Sound Legal Aid, and other community partners.
- Monitor Odyssey eviction reports and send to Family Resource Navigators daily.
- Project the spending of contracts to ensure all funds are spent by contract period end.
- Balance budgets and billings monthly to ensure all expenses pledged match QuickBooks; address any issues with bookkeeper and/or FRS Navigator accordingly.
- Ensure administrative plans are current and up to date with funding requirements.
- Verify HMIS enrollment for households served on the program.
- Prepare and submit monthly, quarterly, and annual reports as required by funders.
- Participate in Homeless Prevention meetings with the County and other HP partners weekly or as scheduled.

### **Pathways: 25% of time**

- Supervise team of Community Health Workers (approx. 1-3 people), providing weekly 1:1 supervision, and additional check ins as needed.
- Remain knowledgeable and up to date with all Pathways program requirements, as established by the Community Care Hub.
- Ensure program services follow the standards set by the Community Care Hub.
- Ensure program staff maintain all client data in compliance with all applicable requirements of HIPAA and other confidentiality standards.
- Ensure Community Health Workers (CHWs) are following all program guidelines and standards, including timeliness, completeness of forms and releases, discharge process, etc.
- Attend at least 80% of all scheduled supervisor training meetings and participate in CHOICE Community Care Hub meetings as scheduled, and ensure CHWs attend the required trainings.
- Work alongside CHWs to ensure clients are provided robust care coordination to clients enrolled on the program, remaining up to date about available agency and community resources that may successfully address the needs and goals of the clients.
- Review CHW caseloads at least weekly, ensuring enrollment and discharge processes and timelines are being followed; discharge and assign new clients as needed.
- Work diligently alongside CHWs to maintain caseloads of at least 45 clients per full time employee.
- Conduct regular file reviews with CHWs, documenting progress, barriers, and next steps as necessary.
- Review, sign, and submit documents in CHOICE designated system (CCS and/or Elora) weekly.
- Communicate with Operations and Deputy Directors regarding program successes, areas of challenge, and need for improvement or support.
- As funds are available, review and approve requests for payment for CHOICE direct client funds.
- Ensure CHWs are updating FSC's databases on key client information as necessary, which may include Apricot and HMIS.
- Facilitate regular case staffing meetings with Community Health Workers, typically 2-3x per month focused on overall program compliance, successes, resource sharing, data quality, etc.

**Other as needed:**

- Participate in agency's on-call rotation to provide backup support to staff in evenings; approximately 2-3 weeks per year.
- Provide backup to supervised staff during their on-call rotations as needed.
- Other duties as assigned

Individuals interested in applying should submit resume, cover letter, and three professional references via email to Hiring Department at [hiring@fscss.org](mailto: hiring@fscss.org) or by mail to 3545 7<sup>th</sup> 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.*