



Job Description Program Manager (Adult/Family Services)

I. Overview:

Category	Information
Job Title	Program Manager (Family/ Adult)
Division	Residential Services
Status	Non-Exempt
Hours	40 Hours Per Week
Supervisor/ Reporting	Residential Services Vice President
Supervisory Responsibilities	Family Services Staff

II. Description (brief)

The Program Manager (Adult/Family) supervises and directs all Family Services staff. Working with the Vice President of Residential Services, this position will develop, implement and manage program initiatives, including clinical internships, as well as participate in program evaluation and best practice development, implementation and maintenance.

This position will oversee Many Mansions' resident programs including the Food Share Program, Resident Council, and specific relevant parenting and family support groups. Working with the Grants Manager, ensures grant compliance as required. The Family Services Manager will ensure respectful and productive relationships with local agencies to ensure adequate joint support to meet the needs of the residents.

This position must possess exceptional bilingual Spanish/English skills and will contribute to the development of resident communities that value cultural diversity.

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III. Essential Job Duties & Responsibilities:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Family Services Manager include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	Supervise and direct Family Services Staff. Develop and implement an on-site clinical intern program. Provide continued clinical supervision over this intern program.
2	Build effective relationships with residents, ensuring formal and informal assessment of residents to assess their current level of functioning and social service needs. Offer case management and service planning for select residents as needed. Be knowledgeable of information and referral resources. Provide information and referrals to residents, regarding information tools for their use in accessing community resources, through distribution of written material, presentations and ensuring access to online resources.
3	Coordinate with community organizations, public agencies, and volunteers to ensure access to on-and off-site support for residents. Initiate and encourage resident involvement in community-building activities, such as community meetings, meals and support groups. Maintain updated information tools for case management team to use in use in accessing community resources.
4	Manages the data quality, both electronic and physical files, for attendance associate with Family Service programs.
5	Participate in Program evaluation and best practice development. Pursue progressive, on-going employee evaluation and development. Conduct staff meetings and trainings as required.
6	Make referrals or initiate services to address mental health, substance abuse, crisis intervention services or youth school issues wherever possible. Assist with resident issues as needed (i.e. complaint and conflict resolution).
7	Work collaboratively with Children services staff and local school personnel to promote the parent/educator partnership by supporting families to increase parental engagement in education and educational support services.
8	Work collaboratively with Property Management staff to increase stability and retention of residents.
9	Other duties as assigned.

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IV. Qualifications & Conditions:

Category	Qualification or Condition
Communication	<p>MUST possesses excellent English and Spanish communications skills, including but not limited to, the ability –</p> <ul style="list-style-type: none"> • To speak and write clearly, meaningfully, and persuasively; • To speak, listen, and respond effectively with and among staff, agencies, residents, donors, lenders, investors, partners, and community members; and • To give presentations and speak effectively before groups and organizations.
Computer Skills	<ul style="list-style-type: none"> • Has proficiency in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook), social media.
Driving	<ul style="list-style-type: none"> • Driving is required for this position, as this position will travel to Many Mansions’ sites where residential services are offered. • The staff member must have the legal ability to drive a motor vehicle in California, proof of a valid California driver’s license, and adequate motor vehicle insurance.
Education, Experience, & Certifications	<p>Has substantial education and managerial experience in family services. This includes, but is not limited to, --</p> <ul style="list-style-type: none"> • Licensed Clinical Social Worker (LCSW) or Marriage and Family Therapist (LMFT) required. • Five years’ work experience in a supervisory role required. Work should be in such areas as social services, mental health, nonprofit management.
Leadership & Other Skills	<p>Has a demonstrated ability to work well with others and provide leadership. Must be self-motivated, creative, and have ability to set priorities independently. Must be able to adhere to all company policies and procedures, in addition to all State, federal and local laws and regulations.</p>

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Category	Qualification or Condition
Mathematical & Reasoning Skills	Possesses excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills (add, subtract, multiply, divide, fractions, decimals, etc.), the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.
Physical Demands	While performing the duties of this job, the staff member is regularly required to sit, use hands to finger, handle, or feel objects, tools and/or controls, talk and hear. The staff member is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The staff member must be able to lift and/or move up to 10 - 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus.
Work Environment	<p>This job position has a moderate to high stress work environment.</p> <ul style="list-style-type: none"> • The work environment may have frequent interruptions, time constraints, and emotional demands. Noise level is low to moderate. The corporate culture is friendly and goal oriented. • The work environment characteristics described here are representative of those a staff member encounters while performing the essential functions of this job. • There must be willingness and an ability to work nights and weekends, as needed.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions.

To apply, please email resume, cover letter, at least 3 (three) references and [employment application](mailto:colleenm@manymansions.org) to colleenm@manymansions.org.

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