



Job Description

Position Title: Family Services Manager

Reports to: Director of Student and Family Support

FLSA Status: Exempt

Pay Range: \$59,000 – \$66,000 commensurate with experience

Contributor Level: Management

General Purpose:

The Family Services Manager is responsible for program management, program development, staff supervision and coaching, and client service delivery for Florence Crittenton's Family Services. The Family Services Manager ensures that the team of 3-5 Family Advocates can effectively and efficiently address the needs of teen families using a strengths-based and targeted case management model. The Family Services Manager plays a key role in connecting Florence Crittenton Services families to community resources and engagement opportunities. The Family Services Manager reports to the Director of Student and Family Support Program.

Essential Functions:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Supervises the Family Advocates and provides support in the coordination of resources (basic needs, vital records, legal assistance, childcare, mental health counseling, restorative approaches parenting education, and other vital services) with other campus staff to ensure that teen mothers and children on caseload access the assistance they need to continue their education and ensure their child's well-being.
- Develops and coaches Family Advocates in their roles, responsibilities and skills to ensure collaboration across program areas, and to ensure that high quality support services are provided.
- Provides operational management for the Student and Family Support Program, working closely with Bilingual Clinical Services Manager and Housing Manager on day-to-day logistics, data collection, and reporting.
- Responsible for making fiscally responsible decisions around direct financial assistance to participants.
- Builds and maintains relationships with the Early Childhood Education Center (ECEC) and high school staff.
- Respond to participant complaints in a respectful, strength-based and professional way.
- Provides intake and assessment support and ensures all intake services, screenings, home visits, phone calls, referrals, and other services required as per program standards are completed through supervision.

- Identifies, develops and cultivates relationships with community agencies for targeted needs as well as with those that deliver programming and services of value to teen families.
- Serves as a critical liaison between the agency and external providers in increasing resources and strengthening cross-sector and inter-agency relations.
- Manage community partner agency relationships and coordinates with school schedules and other campus activities to bring beneficial programming to Florence Crittenton Services for enrichment of teen families.
- Manages all logistics in support of transportation needs for students and children including maintenance of vehicles.
- Demonstrates leadership in promoting Justice, Equity, Diversity & Inclusion and supports its organizational goals and initiatives.

Supervisory duties:

- Directly manages the Family Advocates in accordance with Florence Crittenton Services' policies and applicable laws. Responsibilities include interviewing, hiring, and training employees, planning, assigning, and directing work including goal and direction setting, appraising performance, rewarding, and disciplining employees, addressing complaints, and resolving problems.
- Directly manages the AmeriCorps program. Responsible for all required paperwork and supervision of up to two AmeriCorps Volunteers.

Knowledge, skills and abilities:

- Consistently promote, support, work, and act in a manner in support of Florence Crittenton Services' vision, mission, and values.
- Promote meaningful interpersonal communication between teen mothers and their families, teachers, and other staff to develop trust.
- Develop and implement engagement and wrap-around services.
- Collaborative leadership skills and ability to maintain a positive campus culture and climate that supports the growth and development of teen mothers and children.
- Interact comfortably with community groups and businesses on behalf of the organization.
- Work independently, take initiative, multi-task, and set priorities.
- Excellent counseling, mediation, and conflict resolution skills and knowledge of child/adolescent development.
- Excellent verbal and written communication skills
- Excellent time management and organizational skills.
- Knowledge of computers including word processing, database management, internet, social media, and Google Drive. Ability to use and knowledge of web-based data systems.

- Drive an eleven-passenger van and transport teen mothers to necessary meetings and appointments.

Education:

- Bachelors degree in a human services related field or program development is preferred.

Experience:

- Three or more years of experience in any of the following or related fields: Case Management, Social Work, Community Engagement, Youth Development, and Wrap Around Service Delivery is required.
- Three or more years of experience working with youth is preferred.
- Three or more years of experience in case management is preferred.
- Supervisory experience with strong mentoring and coaching skills.
- Experience in leading and developing high performance teams.
- Experience planning, organizing, and implementing a project from conception is preferred.
- Recruiting, coordinating and managing volunteers and/or working with the public in a nonprofit and/or government environment is preferred.
- Experience developing recruitment and outreach plans is preferred.
- Experience collaborating with community partners.
- An equivalent combination of education and experience may be substituted on a year for year basis.

Additional Requirements/Licenses/Certifications:

- Must have reliable transportation.
- Must have a valid driver's license.
- Passing a driving record (MVR) and criminal history background checks will be required prior to the start of employment.

Working environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work location is in person.
- Work is performed in an indoor professional office environment.
- Occasional travel to conferences and meetings is necessary.
- Work may involve additional hours during the evenings or weekends.

Physical Activities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods of sitting or standing at a desk and working on a computer.
- While performing the duties of this job, the employee is regularly required to talk or hear.
- Moderate physical effort may be required by moving and positioning objects up to 50 pounds occasionally and/or 25 pounds frequently.

Compensation

- Hiring Range is \$59,000 – \$66,000 commensurate with experience.

Benefits

- A generous benefits package includes a combination of paid time off (PTO) and paid sick leave, up to 12 paid holidays, scheduled school breaks (fall, winter, and spring), health, dental, and vision insurance with up to 85% employer paid premiums, 401(k) plan with employer match available, employer paid Life, AD&D, STD, and LTD insurance, and Employee Assistance Plan (EAP).

To Apply:

- Email cover letter and resume to Human Resources at HR@flocritco.org.
- Invitations for interviews will be extended upon review of qualified candidates until the position is filled.

Florence Crittenton Services is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race (including traits historically associated with race, such as hair texture and length, protective hairstyles), sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, military status, genetic information, marital status, or any other status protected by applicable state or local law.