



First Stop for Families

Cope Family Center

Job Title: Program Manager
Program: Cope Family Resource Center
Status: Full-Time/Salaried/Exempt
Reports to: Program Director

Job Summary

The Family Resource Center Program Manager (FRCPM) is responsible for managing the staff and daily activities of Cope's Safety Net Services and the Parent Engagement & Leadership Program. This includes the supervision and provision of crisis intervention counseling, intake and assessment, resource and referral, and parent engagement and education. The FRCPM is a member of the Leadership Team and reports directly to the Program Director. This position requires a positive, supportive, cooperative, proactive and can-do attitude towards co-workers and the work in fulfilling the mission of Cope Family Center.

Key Responsibilities

Safety-Net Services

- Create and maintain a nurturing, welcoming environment where clients and families are respected and safe
- Coordinate and provide crisis intervention counseling, resources, and referrals to Cope programs and other community resources
- Oversee emergency aid pantry, with adherence to all policies and procedures
- Manage co-located partners offering services onsite
- Provide tours of Cope to partner agencies and donors as requested
- Educate clients on health-related topics and provide health education materials and information regarding community resources, including but not limited to: Medi-Cal, Cal-Fresh, subsidy programs and other social service programs
- Encourage and facilitate enrollment in Medi-Cal and other free/reduced cost health and social service programs

Parent Engagement & Leadership

- Oversee center-based and home-based services to families, using the Strengthening Families Framework, Triple P - Positive Parenting Program, and other evidenced-informed practices. The FRCPM oversees parenting education that focuses on families' positive attributes and self-direction to strengthen their capabilities while offering resources to help ensure positive outcomes.

Staff Supervision

- Staff, supervise, and evaluate:
 - Parent Educators
 - Parent Engagement Coordinator
 - Parent Engagement Support Administrator
 - Cope Front Desk Resource Specialist

Program Development, Evaluation, and Promotion

- Work with Program Director to develop program goals and objectives and create measurement tools
- Work with Program Director to prepare written program policies and procedures as necessary
- Enter intake, assessment, service and evaluation data into database
- Create and produce intake, assessment, service and evaluation reports as needed
- Manage intake and assessment referrals from other community agencies
- Represent Cope in various community and public settings
- Create or manage the creation of collateral materials (class flyers, etc.)
- Provide community outreach as necessary.

Fiscal Management

- Work with Program Director to create annual program budget
- Track and maintain program budget
- Approve, review and code all program expenditures.

Qualifications

- Effective oral and written communication in English; bilingual English/Spanish strongly preferred
- Bachelor's degree in social science, public health, child development, education or related field preferred. Experience in program management or crisis counseling may be considered equivalent to degree
- Accreditation in *Triple P- Positive Parenting Program*
OR
At least 3 years' experience working in human services or a community based organization PLUS willingness to attend *Triple P Positive Parenting* training; must pass *Triple P Positive Parenting* accreditation process
- Well-developed management skills with proven ability to supervise staff
- A multi-tasker with the ability to successfully manage competing priorities
- Counseling and/or crisis intervention experience
- Experience working with evidenced-based programming and adult education
- Experience with Medi-Cal Administrative Activities (MAA) services
- A successful track record in setting priorities; keen analytic, organization and problem solving skills which support and enable sound decision making
- Excellent relationship building skills with an ability to lead, negotiate and work with a variety of internal and external stakeholders

- Personal qualities of integrity, credibility, and dedication to the mission of Cope Family Center
- Familiar with Microsoft Office, Outlook, Word, Excel, Publisher and database programs
- Must pass DOJ fingerprinting and background check as a condition of employment.

Deadline to apply: Monday, January 9, 2017
First Interviews: Week of January 16, 2017
Start Date: February 6, 2017
Compensation: Commensurate with experience; full-time, salaried, exempt
Benefits: Partial Medical Insurance; Full Dental, Vision and Accident Insurance; Paid Holidays; Immediate Vacation- and Sick time accrual; 401K match after qualifying period.

Please apply via email to: Susanne Costanzo, Cope Family Center HR |
scostanzo@copefamilycenter.org | Subject line: Cope Family Resource Center Program Manager

*Please note: We will only consider inquiries complete with **CURRENT RESUME, SALARY HISTORY, AND A COVER LETTER** specifically stating how you feel your qualifications match what we are looking for in our new Cope Family Center Program Manager. We look forward to hearing from you!*

NOTICE: This description is intended to indicate the kinds of work duties that will be required in this position. It is not intended to limit, or in any way modify, the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

Cope Family Center is an equal opportunity employer. Federal and State laws and the Agency's policy prohibit employment discrimination against applicants for employment and employees on the basis of age, ancestry, sex/gender (including gender identity,) pregnancy, childbirth and related medical conditions, marital status, registered domestic partner status, medical condition related to cancer or genetic characteristic, national origin, physical or mental disability, race, religion, sexual orientation or veterans' status. Discrimination is also prohibited on the basis of a perception that a person has any of the above characteristics.