

Position: Faith Family Hospitality – Program Manager

Reports to: Executive Director

Position Status: Full Time 40 hours/week

Essential Job Functions:

- Case Management
 - Assess clients' needs, strengths, and goals, and develop a plan to support individuals and families as they work toward their goals.
 - Provide support to people to manage challenges in their lives such as illness, loss, unemployment, and family problems, providing connections with community resources addressing such challenges.
 - Assist individuals and families in meeting basic needs by connecting them to food assistance resources, child care, and healthcare.
 - Help clients navigate government assistance and benefits programs such as Medicaid, Social Security Disability Insurance, and food assistance programs.
 - Advocate for access to resources needed to improve people's lives.
 - Organize and facilitate weekly group parent meetings.
 - Maintain candidate pool of families, communicating with them frequently (weekly).
 - Accurately and efficiently complete paperwork, reports, and progress updates of guest families.
 - Accurately and consistently collect data.
- Overnight Program
 - Manage day to day operation regarding guest experience.
 - Communicate weekly with host site coordinators as to special needs, dietary and medical concerns, family arrivals, client transportation issues and other questions.
 - Available to host coordinators for families in crisis support or have arranged back up.
- Day Center Program
 - Maintains presence as Case Manager (through scheduled hours/appointment hours).
 - Responsible for coordination of day to day management of Day Center.
 - Assist Volunteer Coordinator with recruitment of day center volunteers.
 - Assist with training and supervision of volunteers.
 - Assist with coordination of volunteer appreciation program and event.
- Contribute to overall development of agency's goals.

Qualifications/Knowledge:

- Knowledge or experience with at-risk individuals, including knowledge/experience with issues related to homelessness (mental health, substance abuse, and domestic violence).
- Knowledge of trauma informed principles, practices, and objectives as related to case management, education, risk assessment, and family crisis intervention techniques.

- Knowledge of family dynamics, motivational interviewing approaches, influence in changing negative behaviors.
- Knowledge of scope and application of laws and regulations pertaining to physical abuse, sexual abuse, neglect, and child welfare.
- Highly skilled in interpersonal communications.
- Communicate clearly and concisely, both verbally and in writing.
- Knowledge and proficiency with Microsoft Office programs.
- Possession of a valid Colorado Driver's License, have daily access to a motor vehicle, provide proof of automobile insurance and acceptable driving record.

Ability to:

- Assess risk and develop progress plans and guide family and students on methods of problem resolution. Make decisions regarding stabilization or other interventions to best assist a family.
- Ability to self-direct daily work and perform duties independently without close supervision.
- Effectively respond to conflict situations and people in conflict.
- Make difficult decisions in the best interest of the family.
- Establish and maintain effective working relationships with representatives of other agencies and organizations, and members of the community.
- Maintain sensitive and confidential information.
- Work with diverse populations.
- Organize material and present information clearly and concisely in verbal and written form.
- Accomplish assigned workload in a timely manner, meet established performance standards.
- Establish and maintain effective working relationships with other staff, and outside agencies.

Education/Experience

- Bachelor's degree from an accredited college or university with a major in Human Services, Social Work, Education, or a related Human Behavioral Sciences field or commensurate experience.
- Master's Degree in Social Work or related field is preferred, but not required.
- At least 1 year of relevant experience in social work, youth development, substance abuse services, domestic violence services, or counseling required; 2-3 years preferred.
- Experience in a nonprofit agency or a public human services agency is preferred.

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