

Program Manager Job Description

GENERAL POSITION INFORMATION

TITLE: Program Manager	REPORTS TO: Executive Director
DATE: September 2020	FAIR LABOR STANDARD ACT STATUS: Exempt

POSITION SUMMARY

The Program Manager is responsible for supervising and monitoring direct services provided to the children and families at Mission Kids (MK). The Program Manager will develop, implement and monitor on an ongoing basis the necessary activities to assist programs to remain in compliance with the National Children's Alliance membership standards, including the Forensic Interviewing Process, the Family Advocate Program, and the Multidisciplinary Team Process, which specifically includes medical and mental health professionals.

REQUIREMENTS

ESSENTIAL DUTIES & TASKS

- Provide supervision of program staff, interns and volunteers, including program monitoring and evaluation
- Oversee the recruitment, hiring, onboarding and training of all new members of program staff to ensure high quality candidates are properly screened, trained and supervised to meet the needs of the programmatic service
- Assume a leadership role in ensuring collaboration among all members of the multi-disciplinary team members
- Response for protocol development and revision to ensure that all practices are high-quality and research-informed
- Develop new programs and strengthen existing programs to support the strategic direction of the organization
- Develop and implement regular orientation and training for new members of the MDT
- Oversee planning of training and team building activities for MK staff and MDT members
- Review referrals with program staff, monitor screening process and provide best practices to case management
- Assume a leadership role in expediting referral decisions and management of case logistics within MK
- Review referrals with program staff, monitor screening process and provide best practices to case management
- Develop, implement and monitor on an ongoing basis the programmatic database system to ensure appropriate quality control of all program activities
- Develop referral agreements with medical and mental health professionals, which meet the national accreditation standards
- Responsible for monthly case review with multidisciplinary team members and staff
- Ensure that the agency meets all standards regarding child safety, child and family friendly and are culturally competent
- Develop an evaluation method to assess program strengths and identify areas for improvement. Provide monitoring and evaluation of all program areas
- Develop, implement and monitor on an ongoing basis the necessary activities to assist programs to remain in compliance with the standards for National Children's Alliance membership standards

- Assure that state-of-the art methodologies, practices and programs in all areas of MK work with physically and sexually abused children
- Implement and maintain the procedures, policies and operational manuals for MK in compliance with the accreditation standards of the National Children's Alliance (NCA) and the local protocol
- Responsible for re-accreditation application and site visit.
- Promote strong, effective working relationships with partner agencies and other service providers
- Oversee compliance with the PA Commission on Crime and Delinquency Comprehensive Victim Service Program standards
- Oversee the development and distribution of all MK's programmatic work product i.e.) DVDs/electronic recordings/casenotes and statistics
- Collaborate and liaison with community organizations to market, network, and build a collaborative working relationship between MK and other programs. Support the marketing activities for the services through a variety of mediums
- Provide information and content about direct services for the Mission Kids' website
- Manage information about services to children and families on the website to maximize client engagement
- Support a brand aligned social media strategy
- Provide program-specific social media content
- Attend community events as required
- Proactively engage community leaders, partner agencies, members of the political sectors and individuals for fundraising efforts
- Join appropriate groups or committees to further organizational partnership and leadership in direct services in the community
- Assist the Executive Director on an as needed basis.
- Assume a leadership role within the community through being available for panel discussions and presentation
- Assume the role of liaison between Mission Kids and the business responsible for computer and/or recording equipment.
- Other duties as assigned by Executive Director.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of child abuse and family violence;
- Strong supervision skills;
- PC literacy including basic knowledge of Word for Windows and Excel, PowerPoint and data base functions.
- Excellent written and oral communication skills; presentation experience helpful.
- Excellent interpersonal skills.
- Preferred training in forensic interviewing and/or victim advocacy
- Preferred experience testifying in court
- Able to travel over night to conference and training requirements
- Must have valid driver's license or ability to get to programs at various locations
- Must have or be able to pass PA State Police, PA Childline and Federal fingerprint screenings

EDUCATION & TRAINING

- MSW or related degree
- Experience working with victims of child sexual abuse, physical abuse and family violence.
- Good organizational and writing skills and the ability to work independently
- Good communication skills and the ability to work well with others as part of a team
- Capability to participate in community presentations and outreach programs
- Leadership and supervision experience
- Ability to travel to attend and complete mandatory training and professional meetings
- Experience and thirst for professional development

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

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 that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of safety concern.

Physical Requirements:

Light: *Lifting 0-10 Lbs.* **Moderate:** *Lifting 0-25 Lbs.* **Heavy:** *Lifting 25+Lbs*

Working Conditions and Schedules:

Interacting with

- Co-workers,
- MDT members,
- Clients,
- Community Members
- Vendors.

Office machinery usage

- Phones
- Fax
- Computers

Necessary traits for this position:

Seeing Hearing Talking* Reading* Writing*

Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility and minimal third party interaction.

Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentation, demonstrations, employee direction, audits, etc.:

English Spanish French Other: _____

OCCUPATIONAL HEALTH AND SAFETY

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace
- Correct utilization of appropriate personal protective equipment

ACKNOWLEDGEMENT

This job description has been designed to indicate the general nature and level of work performed by employees

within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

I have read the above job description. I attest that I can work in these conditions, I am able to perform the essential job functions and can fulfill the basic knowledge/skills/ abilities required to satisfactorily perform this position in addition to any other duties as assigned to me. I will immediately notify my Supervisor if anything arises that would hinder my ability to perform any component of this job description for which I have been hired. Additionally I am able to perform the essential duties and responsibilities with or without a reasonable accommodation as outlined in the Americans with Disabilities Act.

Employee Signature

Date

Supervisor's Signature

Date