



Job Description

Job Title: Family Support Program Manager
Responsible to: Program Director
Responsibilities: The Family Support Program Manager is responsible for developing and implementing the Family Support Programs at the Helpline Center. The Manager must be able to engage in multiple projects to create conditions for successful systems and effective program delivery.

Job Requirements:

- Bachelor's degree in Social Service or related field
- 2-4 years of relevant professional and supervisory experience
- Project management experience desired
- Strong public speaking and communication skills
- Passion for community and human services necessary
- Demonstrated skills in written and verbal communication, along with excellent listening skills
- Excellent initiative, organizational skills, flexibility, and desire to assist people
- Offers of employment are contingent upon acceptable criminal background check

A. Oversee the development, implementation, supervision, and operations of the Family Support Programs at the Helpline Center including the following:

1. Child Care Helpline

- i. Implement program policies and procedures in accordance with the Helpline Center's policies and procedures
- ii. Network with agencies, organizations, and employers to promote child care resource and referral services
- iii. Oversee the child care resource and referral program, ensuring quality customer service including ensuring provider information is updated and families are being assisted.
- iv. Provide reporting on a monthly and as needed basis.

2. WIC Programming

- i. Learn and understand the policies and procedures of the SD WIC program
- ii. Provide reports and updates on program utilization as requested.

3. Caregiver Program

- i. Implement program policies and procedures in accordance with the Helpline Center's policies and procedures
- ii. Create and implement an outreach plan to announce the program and recruit caregivers to the program

- iii. Collaborate with local community programs working in the same program area to ensure all caregiver resources are available
- iv. Participant in national caregiver program calls with United Way Worldwide and AARP.
- v. Complete necessary forms and documentation for each call.
- vi. Provide required reports regarding the grant project.
- vii. Track data from grant activities.

4. Older Adult Outreach Program

- i. Be knowledgeable and current about community resources for older adults.
- ii. Maintain positive relationship with Meals on Wheels staff to ensure program referrals.
- iii. Provide required reports regarding the grant project and assist with the United Way application.
- iv. Track data from grant activities.

5. Health Insurance Navigation

- i. Implement program policies and procedures in accordance with the Helpline Center's policies and procedures
- ii. Create and implement an outreach plan to promote 211 as an access point for Health Insurance access
- iii. Provide on-going assistance and education to individuals as needed through community outreach, presentations, and enrollment activities
- iv. Develop effective collaborative networks of all interested businesses, governmental agencies, non-profit agencies, and volunteer participants in order to enhance operational effectiveness
- v. Accurate and timely documentation and reporting of enrollment outcomes
- vi. Attend trainings, peer networking opportunities and program meetings as assigned

6. Health Screening and Navigation (All Woman Count!)

- i. Maintain policies and procedures for the program and update as necessary.
- ii. Research appropriate referral sources, attend trainings and briefings on benefit programs and potential healthcare resources; keep apprised of services offered and eligibility requirements.
- iii. Participate in program evaluation to ensure projected goals are reached.
- iv. Provide monthly reports.

B. Staff is supported and trained to provide high quality services.

- 1. Oversee staff management, including hiring, training, scheduling, supervising and evaluation of employee performances. When required, institutes disciplinary action and recommends termination to administration.
- 2. Provide support and guidance to staff. Fosters a positive working relationship with the staff and agency.
- 3. Ensure staff communication is open and consistent.

4. Oversee staff adherence to policies and procedures and that competencies are maintained and exceeded.
5. Ensure staff is trained, supported, evaluated and debriefed with difficult client situations.
6. Develop processes to ensure that service delivery is seamless and that staff is cross trained to meet information/referral needs, emergencies and crisis situations.
- 7.

C. Respond to Connections Center calls and texts

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance and communication to callers following policies and procedures.
3. Contact Connection Center Leadership or back-up staff as necessary.
4. Complete suicide and community assessment follow-ups according to procedure.

D. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
4. Develop professional and personal growth through opportunities and involvement.

E. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Exempt FT position. Office hours, 8 a.m.-5 p.m. or as required.

Updated: November 2021

Employee Signature

Date

Supervisor Signature

Date

Interested candidates may submit a cover letter and resume to shaunaba@helplinecenter.org.