

Job Title	Family Resource Center Program Manager	FLSA Status	Exempt
Reports to	Director of Programs	Salary Grade	SW 4

Summary of the Organization

Our vision is that every child, youth, and family involved in child welfare will have the ability to achieve their hopes, fulfill their dreams, and thrive. Rooted in our values of empathy, integrity, collaboration, justice, and dedication, our philosophy is to put children at the center of our work, considering their desires, values, and culture to achieve the best outcome. Since 1993, we have joined thousands of children, youth, and families in safe and loving homes temporarily while they are in foster care or permanently through adoption. Our work consists of four primary efforts along a continuum of care:

- 1) recruit, train, and support highly qualified resource (foster) parents to care for children,
- 2) join children with forever families through adoption,
- 3) support young adults with trauma and child welfare system histories as they transition to adulthood, and
- 4) advocacy and public policy work

We take tremendous pride in our model to reduce childhood trauma, encourage safety and stability, and empower children and youth to thrive. Join our dynamic team and make a difference in the lives of children and youth in foster care!

Job Purpose

Extraordinary Families is excited to launch a comprehensive Family Resource Center in 2024. The Center's Program Manager will lead the effort to support families involved in child welfare to reduce family stressors so they can successfully reunify with their children, maintain connections, strengthen parenting skills for improved outcomes. The position will establish and oversee FRC programming, whose clinical staff enroll families in the Center's programs, trainings, and workshops; refers families to health and social services; helps families navigate case plans and connect to services provided by partner agencies; and teaches Nurturing Parenting Education classes to parents and families.

Duties and Responsibilities

1. Promote a culture of empowering families and ensure the provision of a consistent pathway of care for families.
2. Maintain effective communication with families and staff.
3. Oversee the day-to-day FRC operations focused on the health and wellbeing of children and families involved in child welfare in keeping with the California Network of Family Strengthening Networks' Standards of Quality for Family Strengthening and Support or similar standards.
4. Supervise, model, and mentor staff to ensure the FRC provides a high-quality, appropriate, trauma-informed, and culturally sensitive family support program. Train staff as appropriate and evaluate employees.
5. Supervise maintenance of accurate and confidential client files and data tracking using required systems while complying with contractual expectations, ethical and legal standards of practice and confidentiality, and HIPAA requirements as appropriate.
6. Maintain confidentiality and ensure privacy in communications about children, families, other clients, and staff.
7. Oversee the implementation of program-adopted screening tools for parents and children.

8. Work closely with colleagues to be knowledgeable about the social services, health, and parent education opportunities available to our community and how to access and coordinate them.
9. Help coordinate and schedule events and meetings and assist with logistics and evaluation. Support promotion of events, meetings, and activities including occasional development of marketing and outreach materials related to the FRC.
10. Work cooperatively with and support the Director of Programs in carrying out assigned projects and contractual obligations. Assist in monitoring performance measures as outlined by grant requirements and conduct regular observations of grant activities to ensure compliance and quality. Assist in ensuring contractual expectations and program targets are met. Oversee quality controls for program including monitoring program outcomes, evaluating program effectiveness, and staying current with research in the field. Help design and implement improvement projects and activities.
11. Assist the Director of Programs in preparing data and narrative reports for the funder according to assigned timelines. Creates data visualizations, charts, and graphs.
12. Assist with budget development and management.
13. Take an active role in planning and implementing programs and projects in alignment with strategic priorities established by executive leadership and the Board of Directors.
14. Provide support and education to first families; reinforce role of resource parents to support reunification as ordered by the court.
15. Provide crisis intervention as necessary; on call after hours approximately one week or more per quarter.
16. Cover FRC worker caseload during absences; may carry a caseload based on agency need and in compliance with licensing standards.
17. Maintain annual training requirements.
18. This job description is not intended to be an exhaustive list of all duties, responsibilities, and skills required. Other duties, as assigned or deemed necessary an appropriate by the Director of Programs may be required.

Qualifications

- Masters of Social Work, Marriage and Family Therapy, Child Psychology, Child Development, Counseling Psychology, or Social Psychology from accredited college or university is required.
- Supervisory experience preferred.
- Licensed Clinical Social Worker or Licensed Marriage and Family Therapist desirable.
- Minimum 3 years social work experience in a foster family/adoption agency or other human service organization.
- Demonstrated working knowledge and application of child development, attachment theory, and family systems theory.
- Strong leadership and collaboration skills with the ability to supervise, train, and mentor staff as well as maintain partnerships with external organizations.
- Excellent written and oral communication skills.
- Computer and Internet literacy; Intermediate Microsoft Office Skills.
- Ability to prioritize work and manage multiple tasks effectively.
- Reliable transportation and valid automobile insurance.
- Satisfactory health and TB screening; Proof of full COVID vaccination.
- Satisfactory Live Scan background check.

Supervisory Responsibilities

This job supervises 2 FRC Family Navigators.

Working Conditions/Physical Requirements

- Mostly sedentary indoor work in an office environment; position requires some local travel up to approximately 25-50% of the time.
- Prolonged periods of sitting.

- Extensive work on the computer.
- Frequent deadlines.

Required Training

- New Hire Orientation and complete the following trainings, including but not limited to:
 - Mandated Reporter, CSEC, Implicit Bias Training, LGBTQ+ Competency, Harassment, CPR/First Aid
 - Other training as required by licensing and regulatory bodies.

Employment Classification

FLSA Status: EXEMPT

Salary Range: \$72,000 - \$82,000, commensurate with experience

Work Schedule: Full-time; hybrid remote/office.

Extraordinary Families is an equal opportunity employer; reasonable accommodations will be provided to qualified individuals. We consider applicants for all positions without regard to race, color, religion, creed, gender identity or expression, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.

Office location for on-site hybrid work: Extraordinary Families 221 N. Ardmore Avenue, Los Angeles, CA 90004
www.extraordinaryfamilies.org

To Apply

Please send a cover letter and resume to info@extraordinaryfamilies.org