

Family Service Program Manager- Helpline

Family Paths, Inc.

Family Paths is a non-profit agency that has provided mental health and family support services to strengthen families and prevent child abuse since 1972. Family Paths offers a fun and supportive team environment, a commitment to training, opportunities for growth, and an excellent benefits package. We are an agency that is actively engaged in multicultural organizational development and respects and values the diversity of the communities we serve and the staff who work here. Family Paths serves all of Alameda County with offices in Oakland and Hayward.

Position Description:

This position will manage the Family Support Program to ensure overall program efficiency and delivery of Family Support services. Specifically, this position is responsible for the management and oversight of the 24-hour Parenting Support Helpline and the Resource Database. The Family Support Program Manager oversees the planning, implementation, evaluation, communication, and reporting requirements of the Family Support Program and is also responsible for meeting the program goals for this component.

The Family Support Program Manager works under the direct supervision of the Family Services Program Director and is part of the agency's management team.

This position requires the demonstration and commitment to the agency's mission, vision, and values, including a strong commitment to issues of social justice and culturally and linguistically responsive practices.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Manages and develops Family Paths' 24-hour Parenting Stress Helpline, including oversight of the Crisis Support Hotline contract, providing coverage for overnight and weekends.
- Initiates new programming ideas, identifies funding and service expansion opportunities, and participates in networking and outreach.
- Creates, implements and monitors policies and procedures to ensure best practices are followed and all program goals are met.
- Database management and technical support including ensuring that resources are current and relevant, oversight of database updates, and troubleshooting technical issues as needed.
- Administers Family Support's clinical services, and provides clinical oversight, supervision and related casework support to staff and interns.
- Manages the agency's intake and referral process.
- Participates in pre- service volunteer /intern training including development of the training curriculum, facilitate trainings and evaluate participants.
- Oversees and coordinates program outreach to determine and define strategic outreach needs, project goals, timelines, and capacity, including building relationships in the community to expand partnership opportunities. Responsible for oversight of outreach materials and budget, and coordinates with other departments to ensure that agency and program needs are met.
- Recruits, trains and supervises program staff to ensure program goals are met. This includes thorough and ongoing training, setting clear performance expectations, assignment of work plans, and the ongoing evaluation

of meeting performance standards and expectations. Seeks advice or coordination with Human Resources to initiate corrective action when necessary. (mentor opportunity)

- Collects and analyzes data for required program reporting. Responsible for ongoing program monitoring and quality assurance. Understands and can interpret applicable regulations, and oversees and updates program procedures and practices to ensure compliance with agency and funder expectations.
- Attends all mandatory meetings, including program and management specific meetings, meetings with vendors/funders and designated training events sponsored by the agency or other agencies as required. Schedules and facilitates regular team meetings to keep staff informed and prepared in the provision of services and in compliance of agency policies and expectations.

Other Responsibilities

- Responsible for abiding by all agency standards of conduct and providing a supportive and encouraging open door environment for staff from diverse backgrounds. Handles employee requests, concerns, complaints, and grievances per policies set forth in the Employee Handbook.
- Participates with the management team in agency planning and development, including policies and procedures for all programs, and the promotion of a culturally and linguistically responsive agency atmosphere where staff members of various backgrounds feel respected and valued. After 6 months in the interim role, will participate in agency's revision and implementation of its strategic plan, goals, and objectives.
- Provides for continuity of services including availability to provide as-needed supervision and cover Helpline shifts as needed.
- Participates in clinical consultation with Family Support team members on topics such as: supporting parents, reducing parenting stress, child development, assessing for high risk situations, and other topics of specialization as appropriate. Provides case consultation in Spanish if applicable.

REQUIREMENTS, QUALIFICATIONS, SKILLS & ABILITIES:

- Licensed MFT, LCSW, LPCC or related licensed mental health professional or on the licensure track.
- Experience in direct service work with families in crisis; co-occurring issues, domestic violence, child abuse, and community violence.
- Management experience.
- Knowledge of child development, the impact of trauma on child development, and issues related to child abuse prevention and child welfare involvement.
- Knowledge of positive parenting techniques.

Other Required Skills:

- Excellent written and oral communication skills and strong organizational skills.
- Demonstrated experience working with culturally diverse populations.
- Ability to multitask, and respond to crisis assessment in a quick, calm manner.
- Self-motivated, detail-oriented, and demonstrated commitment to produce high quality work.
- Excellent oral and written communication skills and ability to present information and make recommendations effectively.
- Ability to work closely and cooperatively to plan strategically, create policies and procedures.
- Excellent analytical and problem solving skills to synthesize data and information, and demonstrate good judgment in creating solutions to problems and issues.
- Proficient computer skills with a strong knowledge of Microsoft Office applications (Word, Excel).
- Strong leadership, management and supervision skills and ability to utilize a strength-based approach that respects different perspectives and fosters positive team morale.

- Ability to form collaborative relationships with colleagues in a culturally responsive context and have strong communication skills both verbal and written, including the ability to read, analyze and interpret compliance and regulation guidelines and legal documents.
- Ability to take initiative, think creatively and develop innovative ideas that meet the needs of parents/families served by the Family Support Program.
- High level of attention to detail, organizational skills, flexibility, consistency and accountability.
- Ability to address differences and conflicts, including those that are culturally based, in a proactive manner.
- Excellent time management skills and ability to manage several projects and priorities simultaneously.
- Ability to exercise good judgment and work independently on a day-to-day basis legally and ethically and to consult with supervisor when appropriate.

Desired Qualifications:

- Fluent Spanish Speaker
- Experience working in a non-profit, small to medium sized company, and/or mission-driven organization is desired.
- Experience working on a hotline.
- Special Requirements:
- Must pass criminal records clearance.
- Requires some driving on agency business so must have access to reliable transportation, maintain a valid CA driver license, current auto insurance and a clean DMV record.
- Flexibility to work occasional evenings and weekends for meetings and special events.
- Flexibility to work standby on occasional evenings and weekends.
- Remote position from home. Required to have a computer and phone access.

Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Requirements:

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. While performing the duties of this job, the employee is:

- Must be able to see, talk and hear.
- Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc.
- Occasionally required to walk, stand, and sit for extended periods.
- Occasionally required to push/pull objects up to 50 lbs. and to lift/carry objects up to 25 lbs.

COMPENSATION: \$71,058 - \$72,834. Pay rate is commensurate with education and experience and competitive in the non-profit environment.

WORKING CONDITIONS: Due to COVID 19, employees are working remotely until further notice, with an option to work in office if appropriate.

LOCATION: Oakland

EMPLOYEE STATUS: Exempt, Full Time

WEEKLY HOURS: 37.50 (*Full Time positions are based on a 37.50 work week*)

BENEFITS INCLUDE:

- Group Kaiser and Dental Benefits
- Flexible Spending Accounts
- PTO plan starting at 4 weeks (progressive to 6 weeks at 5 years)
- 12 paid Holidays, 2 Float Holidays
- 5 days of paid Educational Leave + professional development allowance
- 401K Retirement Plan, Commuter Benefits Plan, 529 Education Savings Plan, Long Term Disability Insurance, Voluntary Long-Term Care Insurance, Voluntary Aflac Benefits

TO APPLY: Send your resume and **cover letter** to Erica Hilton. **Resumes without cover letters will not be reviewed.**

Email: ehilton@familypaths.org

Website: www.familypaths.org