



Program Manager / Case Management Supervisor JOB RECRUITMENT

POSITION:

The Chula Vista Community Collaborative (CVCC) Program Manager has oversight of five Family Resource Center (FRCs) and its staff, including planning, implementing and evaluating its programs and operations. The FRC Program Manager provides direct supervision for case management staff.

ESSENTIAL JOB FUNCTIONS:

Under the direction of the Collaborative Executive Director, the Program Manager will:

1. Oversee the day-to-day operations of five FRCs
2. Plan, assign, direct, and monitor the work and operations of FRCs
3. Monitor and enhance a comprehensive service delivery system
4. Recruit, interview, hire, train, supervise, and evaluate core FRC staff
5. Provide guidance and support to staff in the day to day handling of case files/case plans and facilitate case discussions/case conferencing and staff meetings
6. Monitor staff case files and ensure all guidelines and procedures are enforced to reflect quality of practice with families
7. Ensure accuracy, compliance, consistency and accountability of service delivery within and across programs and funding requirement
8. Develop and implement program specific policy and procedure manuals and ensure all regulatory requirements are met
9. Review, investigate and resolve complaints/problems from staff members, clients, partners, or the public
10. Represent CVCC and FRCs at various community meetings and events
11. Develop and maintain working relationships with school principals and other key school personnel to ensure quality integration of services at school sites.
12. Maintain positive external relations with service providers, local businesses and community groups to maximize the integration of services
13. Create and deliver presentations on CVCC/FRC services and outcomes
14. Monitor referrals, workload, and trends, and prepare statistical reports
15. Maintain and expand existing program activities and develop new initiatives that foster the CVCC's mission
16. Recruit and coordinate internship (BSW/MSW) and volunteer assignments
17. Other duties as necessary to ensure the success of the program and its mission.

MINIMUM QUALIFICATIONS:

- Master's degree in social work (preferred), sociology, public health or related field
- Minimum of 2 years' experience supervising case managers and employees
- Bilingual in English and Spanish is highly desirable
- Experience in cross system collaboration (i.e. school systems)
- Strong written and verbal communication skills as well as conflict resolution skills
- Knowledge and appreciation of cultural diverse populations
- Ability to work from a strength-based model
- Demonstrated experience in working with low income families
- Experience in crisis intervention and problem solving
- Strong presentation skills
- Computer literacy, including proficiency in Microsoft Office Software

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PHYSICAL DEMANDS:

- Stand: Remaining on one's feet in an upright position.
- Walking: Moving about on foot.
- Lifting: Raising or lowering an object from one level to another (includes upward pulling) 25-50 lbs
- Carrying: Transporting an object, usually holding it in the hands or arms, or on the shoulder
- Pushing: Exerting force upon an object so that the object moves away from the force.
- Pulling: Exerting force upon an object so that the object moves toward the force (includes jerking)
- Climbing: Ascending or descending stairs, using feet and legs or hands and arms. Body agility is emphasized
- Balancing: Maintaining body equilibrium to prevent falling when walking, standing, crouching.
- Stooping: Bending body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.
- Handling: Seizing, holding, grasping, turning, or otherwise working with hand or hands. Fingers are involved only to the extent that they are an extension of the hand.
- Finger Movement: Picking, pinching, or otherwise working primarily with fingers rather than with the whole hand or arm as in handling
- Talking: Expressing or exchanging ideas by means of the spoken word. Talking is important for those activities in which workers must impart oral information to clients or to the public, and in those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time unless restricted by a negotiated contract.

We are an equal opportunity employer. Employment selection and related decisions are made without regard to gender, race, age, disability, religion, national origin, color, sexual orientation or any other protected class.

This position is full time, exempt. Salary: \$45,000 to \$55,000 annually + Benefits EOE.

Please fax (619) 427-6954 or email your resume with a cover letter to Margarita Holguin at Margarita.holguin@cvesd.org – **position will be open until filled.**