

County of Humboldt Job Specification
CHILD AND FAMILY SUPPORT PROGRAM MANAGER
Classification 1802
FLSA: Exempt



DEFINITION

Under the direction of the Director of the Humboldt County Children and Families Commission, plans, organizes, and directs the program activities of the Commission. Supervises program staff. Provides guidance to Commission staff and community partners on best practices, assists in policy and procedure development for programs, including serving on the Commission administration team; manages special projects. Assumes management responsibility of the Director, including supervision of staff, when needed. Serves as a professional resource to Commissioners on child and family services best practice. Performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Humboldt County Children and Families Commission Executive Director. Exercises direct supervision over child and family support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, evaluating, and participating in the day-to-day activities of providing direct and indirect support to programs serving children under 5 and their families. Responsibilities include program planning and implementation, and supervision of professional staff. Incumbents serve as a professional-level resource for service design, best practices, and evaluation of service delivery effectiveness. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

This classification is distinguished from the Child and Family Administrative Manager in that the latter classification requires highly responsible management assistance in fiscal operations. This classification is distinguished from the Children and Families Commission Director, which has overall administrative responsibility for all Commission functions and programs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Develops goals, objectives, policies, procedures, and work standards for programs and activities, in alignment with the Commission's strategic plan and in consultation with community advisory committees, the Commission and the Director.
- Plans, organizes, and manages the activities of program staff.
- Ensures that the program is staffed with qualified individuals by resolving performance problems, documenting performance according to policy; training and developing staff; and assisting in the selection, hiring, and promotion of staff; provides guidance to subordinate supervisors regarding personnel matters.

- Identifies challenges and barriers to program implementation and service provision. Uses evaluation data to analyze program effectiveness and provides technical assistance and consultation for program service delivery.
- Develops standards for evaluation of services and programs. Monitors evaluation of programs and services including recommendations for quality improvement.
- Participates on a variety of interagency committees; consults with community groups, individuals, mental health professionals, service agencies, governmental officials, the court system, and others to determine community needs for services and to coordinate service delivery.
- Establishes, facilitates, and maintains liaison with local agencies, community groups and organizations.
- Attends and participates in professional group meetings; may serve as a committee chair or facilitator; stays abreast of new trends, innovations, and best practices.
- Prepares and directs the preparation of reporting on program activities and program needs; presents information and reports to the Commission and the public as appropriate.
- Participates in the development of the Commission budget, monitors program expenditures, and recommends budget amendments as needed.
- Directs and participates in the development and implementation of special projects, special needs assessments and other studies; analyzes results, prepares interim and other reports as needed.
- Serves as a staff resource by providing consultation and guidance to staff or other County management and employees with respect to service delivery or operational effectiveness issues.
- Acts as the Children and Families Commission Director as assigned.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

The requirements listed below are representative of the knowledge and ability required.

Knowledge of:

- Principles and practices of organizational planning, personnel management, and economic and procedural analysis.
- Principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of program management including planning, development, implementation, and evaluation.
- Principles, practices, trends, and methods of service delivery for Family Support systems including public health, mental health, social services, substance abuse, child development, developmental science, adverse childhood experiences, and trauma informed approach and practices.
- Applicable state, federal and local laws, rules, and regulations.
- Explore and identify revenue paths to support children and families, both public and private.

- Principles and practices of program management including program development, funding sources, proposal writing, program evaluation and fiscal management.
- Equity principles and impacts of systemic racism and historical trauma.
- Methods and procedures for collecting, compiling, and analyzing statistical and demographic information and data including evidence-based practices.
- Business computer applications related to statistical analysis, database systems, and service records.
- Principles and practices of complex recordkeeping and documentation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Interpersonal communication, team-building practices, and conflict resolution.
- Methods and techniques of communicating with diverse populations.

Ability to:

- Plan, organize, assign, direct, review and evaluate the work of others.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects.
- Work with diverse populations and communities in a culturally responsive manner and design program supports to address diverse needs.
- Analyze complex and sensitive administrative, budgetary, operational, economic, political, and organizational problems; evaluate alternatives, reach sound conclusions, and communicate recommendations to others.
- Develop, organize, coordinate, manage, and implement varying and multiple projects while meeting critical deadlines.
- Effectively manage and administer program operations and activities.
- Interpret, explain, and apply laws, regulations, and policies related to agency programs and services.
- Prepare clear and concise reports, correspondence, and other written materials.
- Select, train, supervise and evaluate the work of a diverse subordinate support staff, through subordinate levels of supervision, providing for staff training and development.
- Make effective public presentations for public relations and educational purposes and to convey conclusions and recommendations.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain accurate records and files.
- Establish and maintain effective working relationships with clients and partners from diverse populations.

- Establish and maintain effective working relationships with colleagues, grantors, grantees, and agency and community partners.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework related to Child Development or Developmental Science.

and

five (5) years of increasingly responsible experience planning and evaluating programs related to families and young children.

Licenses and Certifications:

- Must possess a valid California driver's license prior to date of hire per California Department of Motor Vehicle regulations.

PHYSICAL DEMANDS

- Mobility to work in various community settings with young children and their families in indoor and outdoor settings, including stooping, bending, or kneeling to speak and interact with children at child-level.
- Mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various Commission and meeting sites; standing in and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 10 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL CONDITIONS

- Employees work in a variety of community settings, sometimes with high noise levels and uncontrolled temperature and weather conditions.
- Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset members of the public and staff and/or public and private representatives in sensitive situations and around sensitive topics such as domestic violence, substance use disorder, housing insecurity, child developmental concerns, or concerns related to interpreting and enforcing agency policies and procedures.

ADDITIONAL REQUIREMENTS

- The agency may require pre-employment screening measures before an offer of employment can be made, e.g., background screening, physical examination, etc.