

POSITION DESCRIPTION

Position Title:	Family Support Manager
Classification:	Regular, Full Time, Exempt
Reports To:	Operations Director
Supervises:	Family Support Specialists (5)
Hiring Range:	\$59,000-\$63,000
Pay Structure:	Monthly on the last day of each month
Benefits:	The Partnership for Children of Johnston County offers a robust benefits package, including 401k, medical, vision and dental insurance, life insurance, FSA, paid annual vacation, holidays, and sick/personal leave, as well as an annual retention bonus. The Partnership also offers a stipend to those who provide their own health insurance. The Partnership strives to be a family-friendly employer, offering paid parental leave for the birth or adoption of a child, a baby-friendly office, and flexible hours.

Primary Objective:

The Family Support Manager provides coordination and oversight of the Partnership's numerous family support programs and five or more staff members. The Family Support Manager coordinates high-quality, evidence-based programs, resources, and supports directly to parents and caregivers of young children aged birth to five. These programs positively influence parent and family well-being, improve parenting confidence and competence, improve parent-child relationships and interactions, and promote young children's healthy development. In addition, this position builds support for the Partnership's mission throughout the county.

Essential Duties and Responsibilities:

Program Planning and Development:

- Lead implementation of highly technical, evidence-based programs for family support, including Incredible Years, Kaleidoscope Play and Learn, Triple P, Circle of Parents and Nurturing Parenting.
 - Ensure the use of evidence-based practices and adherence to model-fidelity to the original approach;
 - Ensure the Strengthening Families Protective Factors Framework is fully embedded into each program;

- Develop and maintain up-to-date program guidelines. Train and support staff to follow all steps; and
- Observe staff in action and provide reflective supervision to support their continued development.
- Design, facilitate, and lead implementation of in-depth case management process to include assessing, planning, monitoring, and evaluating services, and possible strategies to meet each family's needs.
 - Ensure the Strengthening Families Protective Factors Framework is fully embedded into case management strategies; and
 - Ensure that staff thoroughly and accurately track case management and documentation in Penelope database.
- Promote compassionate, and trauma-informed services to support resilient kids and families;
- Ensure equitable access to programs and services for all families through both program implementation and a strong outreach strategy;
- Sustain reasonable workloads among staff to ensure a high quality of services to families;
- Develop and lead a Parent Advisory Committee to serve as advocates for early childhood programs and services in Johnston County; and
- Hire, train, and ensure that facilitators properly oversee contract child care providers, in order to support parents' full participation in programs.

Collaboration:

- Participate in the Partnership's management team. Maintain a strong working relationship with other managers and Directors to address issues and opportunities across the organization, not just in their direct realm of responsibility;
- Closely collaborate with program coordination staff to ensure that the Partnership uses best practices, research, and the lived experiences of families to inform decision-making;
- Strive to promote equity in organizational practices and decision-making;
- Act as a liaison between the Partnership, other child-serving professionals and community services agencies, through education, community information, and referral resources, working to eliminate silos;
- Act as a collaborator, unifier, and negotiator who can build strong and effective relations with a variety of organizations in the community; and
- Communicate frequently with partners in the work, attending regular external meetings to advance programs and policies that support families.

Community Awareness & Outreach:

- Be a recognizable face and voice in the community in service to PFCJC's mission, and the importance of early childhood education, family supports, and early literacy;
- Participate regularly in community outreach efforts for PFCJC; and
- Prepare and deliver presentations to community groups to promote engagement with PFCJC and its mission.

Data and Accountability:

- Use data to inform decisions, and create a consistent method to depict areas of success, opportunities and improvements in the Family Support department;
- Ensure the Family Support department maintains accurate and up-to-date records of compliance with program standards and guidelines;
- Ensure programs meet all data collection and reporting requirements;
- Monitor progress toward established program outputs and outcomes; and

- Prepare and maintain written reports and documentation of compliance with assessment tool standards, program standards, and reports.

Supervisory Responsibilities:

Provide oversight and direction to build and sustain a highly-effective Family Support team, including supervision of five staff members. Directs the Family Resource Center operations, including the diaper closet and contract child care providers.

- Primary duties include orientation and training of staff; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; approving time records; resolving complaints; recommending opportunities for continued growth and development; rewarding performance; setting goals and objectives; and creating a supportive working relationship.
- Responsible for the recruitment, and hiring of Family Support staff in collaboration with the Operations Director and Executive Director. Interviews, selects, hires, promotes, demotes, transfers, and recommends termination of employment to the Executive Director.

Education and Experience:

Individual should have experience and skills related to current theory of practices for family support and the strengthening families approach, as well as demonstrated competencies in case management, child development, early intervention, and adult learning strategies.

Individual should hold an undergraduate or Master's degree in Social Work, Education, Human Services, or related field, with a minimum of five years of experience and a demonstrated history of leadership (Master's degree preferred). A combination of education and experience may be considered.

Knowledge, Mindsets and Abilities:

Effective team members should:

- Have a strong commitment to improving the lives of young children and their families;
- Have strong communication skills and the ability to express self effectively and concisely, both orally and in writing;
- Know how to locate community resources and access services for child care providers and families;
- Be able to establish and maintain effective working relationships with individuals from diverse backgrounds, including families, volunteers, supervisors, colleagues, private providers, and community agency personnel;
- Create and promote a customer-friendly atmosphere, which is culturally responsive, professional and strengths-based;
- Ability to learn and consistently follow rules, policies, and procedures, and to maintain a record-keeping system;
- Strong respect for the confidentiality of clients;
- Ability to maintain clear professional boundaries with both clients and coworkers;
- Must possess the visual acuity to prepare and analyze data and figures, perform accounting duties, operate a computer terminal, and do extensive reading.
- Dependable transportation is a requirement of employment. Employees are reimbursed for mileage incurred while using their own car to carry out work duties, consistent with federal IRS rates and Smart Start Cost Principles.

- Knowledge of Johnston County preferred;
- Must be willing and available to work 3-4 nights per month and 3-4 weekends annually;
- Written and oral fluency in English is required;
- Bilingual (Spanish/English) is preferred (but not required);
- Must be able to lift up to 25 pounds frequently; and
- Must be able to pass a criminal background check.

Effective managers should:

- Have demonstrated ability to coordinate projects, prepare correspondence, produce written reports and proposals, make public presentations and facilitate planning meetings;
- Be able to identify and prioritize problems/issues and use effective approaches, in collaboration with PFCJC Leadership, for choosing a course of action and developing appropriate solutions;
- Have a high attention to detail and good follow-up skills, a high degree of initiative, be proactive and solution-focused, and show good independent judgment;
- Be action-oriented. Anticipate challenges and take initiative to solve problems proactively, cultivating the same problem-solving spirit in their direct reports;
- Adapt existing ideas, be flexible in amending plans, and turn ideas into action. Offer new solutions or changes that can improve processes, create efficiency, benefit the team, and improve overall performance; and
- Strive to resolve conflict through open and respectful communication.

Work Location

The Partnership for Children of Johnston County is a primarily on-site work environment. Our office location is closed to the public on Fridays, however we do hold some staff training or development sessions on Fridays, as well as bimonthly Board meetings on Fridays. This position is eligible for remote work on Fridays, as appropriate.

EEO

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

ADA

We will make reasonable accommodations for employees in accordance with the Americans with Disabilities Act upon request (ADA).