

Family Visitor Programs

Job Description

Program Manager Healthy Families America - Aspen to Parachute

PURPOSE

The primary purpose of Health Families America – Aspen to Parachute Program Manager is to work within the local community and lead agency structure to assure that HFA is funded and operated in accordance with established guidelines and grant contract requirements.

The Program Manager by using the principles of supervision, reflective practice, and staff development, provides primary support and appropriate oversight for the Visitors, and builds and models a strengths-based, client centered culture.

GENERAL RESPONSIBILITIES

Staff Supervision and Training

- The Program Manager, functioning as the HFA Supervisor, provides weekly individualized supervision, which incorporates administrative, clinical, and reflective practices, to the Family Support Visitors, and within a Healthy Families site.
- The Program Manger ensures quality of service provision.
- The Program Manager protects the integrity of the program and demonstrates respect for the parallel process by supporting, guiding, and building on the strengths of staff so that they may best support, guide, and build on the strengths of the families served.
- The Program Manager oversees the recruitment and hiring of family support visitors and support staff, ensuring that they can implement the HFA model in the Aspen to Parachute region of western Colorado.
- The Program Manager ensures that staff attend all required HFA education sessions as outlined in the Healthy Families America Best Practice Standards.
- The Program Manager
 - assesses and develops strategies to address knowledge and skill gaps of home visitors and support staff.
 - provides family support visitors with adequate orientation, professional development opportunities and study time to remediate gaps in necessary knowledge and skill.
 - assigns client caseloads and monitors the family support visitors' ability to build and manage caseload.
 - Provides family support visitors with useful developmental feedback, and develops a plan with staff to address performance and resolve issues.
 - Builds confidence and skill of the family support visitors.

Fidelity to the Healthy Families America model

- The Program Manager actively participates in national HFA office calls. Updates staff on information learned.
- Prepares Best Practice Standards and manages the HFA accreditation process.
- Writes HFA policies that reflect changes in the Best Practice Standards. Submits to Executive Director for review and Board of Directors approval.
- Prepares and responds to HFA accreditation documents and requests for information.
- Assures that staff training, caseloads, paper work, visit schedules etc. are in compliance with HFA standards.
- Assures that staff provides HFA services with fidelity.

Reporting

- Assures that grants are in compliance with contracts.
- In conjunction with the Development Director; prepares reports for HFA funders.
- Prepares and makes presentations to funders.

Grant Requests

- Seeks potential new sources of funding.
- Establishes relationships with potential funders.
- Writes requests for funding, in conjunction with the Director of Development.

Budgets and Contracts

- Becomes familiar with and actively participates in the preparation and monitoring of the HFA and PHB budgets to ensure appropriate use of funds.
- Prepares the HFA budget, for Executive Director review.
- Monitors expenditures, provides accounting information to the Bookkeeper monthly.
- Oversees the budget while adjusting to accommodate changes in funding.
- Understands and actively participates in monitoring HFA grants & contracts for budget compliance.
- Ensures that all specific program forms and other materials are ordered in a timely manner, organized and available for use by home visitors.
- Orders supplies, within budgetary restraints, as necessary to maintain inventory.
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Community Awareness and Referrals

- Maintains communication with community referral sources for the HFA, and other agency programs.
- Participates in external and internal systems to assure timely receipt and disposition of referrals.

- Follows up on referral disposition with staff.
- Follows agency policies and procedures and assists in the development of needed policies and procedures that improve communication with referral sources.
- Attends outside meetings as needed.
- Helps develop and maintain appropriate materials for the community and client.
- Manages organizational structure and systems adequately so that visitors may stay focused on clients.

Quality Improvement and Evaluation

- Works with Data Manager to ensure timely and accurate data input and utilization of reporting tools.
- Interprets reports; shares information appropriately with team and partners.
- Ensures implementation of quality improvement strategies.
- Develops methods for ongoing assessment of staff development needs; compares available data to structure appropriate continuing education and guidance of staff.
- Provides routine surveillance and follow up of potential client care incidents.
- Evaluates HFA outcomes and interventions.
- Writes reports for funders and other interested parties.

Maintains HFA Program

- Maintains and strengthens relationships based on trust, support and growth with team colleagues and community members.
- Attends required State and local meetings in order to promote HFA.
- Facilitates meetings with partners as needed
- Ensures that supervision of HFA home visitors utilizes principles and concepts of motivational interviewing, coaching and reflective practice (modeling therapeutic relationships, change theory, self-efficacy, client-centered, strength-based, and solution-forced approaches).
- Becomes familiar and comfortable with principles and concepts of motivational interviewing, coaching and reflective practice.
- Develops and implements regular reflective practice supervision within the program and conducts field visits, both with frequency recommended by HFA.
- Ensures that own reflective practice and ongoing professional and personal development needs are addressed.
- Provides regular case conferences and team meetings as recommended by HFA and agency. Attends required agency 'all staff meetings'.
- Provides Reflective Supervision for Visitors for 2 hours weekly, that assists the family support visitors in analyzing complex problems and case situations.

REPORTING

- Reports to the Executive Director

EDUCATION - in a related field: Nursing, Community Health, Counseling, Social Work, or Early Childhood education.

- Bachelor's Degree required in a related field
- Master's Degree preferred in a related field

EXPERIENCE

- At least five years' experience required in a related field: Nursing, Community Health, Counseling, Social Work, or Early Childhood education.
- At least three years of Program Administrative experience in operations, grant writing, management required.
- Reflective supervision experience preferred
- Must be familiar with Microsoft Word, Excel, PowerPoint, and Access. Familiarity with Google apps, Facebook and other social media programs desired.
- Bilingual Spanish speaking preferred
- CO Association of Infant Mental health endorsement preferred, or willingness to become endorsed

BENEFITS

- Vacation and sick leave.
- 10 paid holidays
- Mileage reimbursed at the IRS rate for company related mileage.
- Life Insurance policy paid by the agency
- Simple IRA eligibility after the first \$5,000 is earned. If employee contributes at least 3%, Family Visitor Programs matches 3%.
- Health, Vision and Dental Insurance available with an employee match
- Continuing education available
- Laptop computer and cell phone for employee use.

Please send a resume and cover letter to sswanson@familyvisitor.org