



10/21

## Community Action Partnership of Madera County

**JOB TITLE:** COMMUNITY SERVICES PROGRAM MANAGER

**DEPARTMENT:** Community Services

**REPORT TO:** Executive Director

**SUPERVISE:** Executive Administrative Aide, Community Services Coordinator, Housing Coordinator, Shunammite Place Resident Manager, Housing Case Worker.

**COMPENSATION:** Range 33.0

**FLSA:** Exempt

**JOB OVERVIEW:** This position is responsible for planning, organizing and coordinating the activities of CAPMC's programs that will alleviate the causes and conditions of poverty in Madera County. Oversees the Community Services division / program operations; including development and implementation of all program goals and administration procedures and systems, financial management and budgeting; and compliance with grant funding terms and condition as well as outcomes and objectives. Other duties include program leadership, community organization and staying informed on low and moderate low-income issues, homeless prevention activities and collaborating with other agencies and community partners to eliminate the effects of poverty, completing bi-annual community assessments and sharing results to shareholders.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, core competencies, and/or physical required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION / EXPERIENCE:**

- Bachelor's Degree in public administration, sociology, social work, or related field.
- Minimum of 2 years of experience in the delivery of social services in one or more of the following: psychology, social work, health science, community services, or related field.
- Prior experience in budget development and control.

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- Minimum of 2 years of experience with grant writing.
- Report to the Governing Board.

### **ABILITY TO:**

- Work effectively with various social-economic groups.
- Communicate effectively with staff, agency, business representatives and general public.
- Produce timely and effective written communication and reports.
- Establish goals and objectives for project activities.
- Work effectively under conditions of limited supervision, high stress, and rapidly changing situations and circumstances.
- Conceptualize, develop, organize and implement plans, reports, budgets, conferences and meetings, etc.
- Provide leadership and model professional behaviors and values.
- Operate necessary office machines.
- Maintain account records.

### **KNOWLEDGE OF:**

- Budget development and control.
- Development of project funding applications.
- Issues in human service delivery.
- County and municipal governments.
- Community resources.

### **CORE COMPETENCIES:**

- Customer Commitment – proactively seek to understand the needs of our customers and provide the highest standards of services.
- Dedication to Professionalism and Integrity – demonstrates and promotes fair, honest, professional and ethical behaviors that establishes trust throughout the organization and with the communities we serve.
- Organizational Excellence – takes ownership for excellence through one's personal effectiveness and dedication to the continuous improvement of our programs and services.
- Success through Teamwork – collaborates and builds partnerships through trust and the open exchange of diverse ideas and perspectives to achieve organizational goals.

### **GENERAL PHYSICAL REQUIREMENTS**

- Exerting up to 15 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Able to maintain regular, punctual attendance consistent with the Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA), California Family Rights Act (CFRA) and other federal, state and local standards.
- Able to perform the essential job functions consistent with the ADA, FMLA, CFRA and other federal, state and local standards.

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### **MAJOR DUTIES & RESPONSIBILITIES:**

#### PROGRAM ADMINISTRATION:

- Manages, develops and coordinates the overall Community Services division, inclusive of and not limit to Community Services Block Grant (CSBG), Low Income House Energy Assistance Program (LIHEAP), Homeless Prevention, drought water assistance programs, Housing Urban Development program (HUD), senior nutrition program, Community Development Block Grant (CDBG) Madera Mental Health Services Act (MMHSA) housing program, and Federal Emergency Management Agency (FEMA).
- Works with Accountant / Program Manager on managing homeless grants in the areas of Homeless Housing, Assistance and Prevention (HHAP) grant, Emergency Solutions Grant (ESG) program, Community Development Block Grant (CDBG) under Results Oriented Management and Accountability (ROMA) approach to meet the compliance of Office of Management and Budget (OMB) funding terms and conditions for each grant.
- Responsible for conducting a full range of activities to prepare, submit and manage grant proposals to foundations, state and federal funding sources.
- Maintains current records in database and in required paper files, including grant tracking and reporting.
- Tracks statistics relevant to development and provides department with written materials necessary by funding sources / CAPMC strategic plan.
- Coordinates and plans funding program activities, including the prioritizing, planning and scheduling of activities to guide program efficiency and effectiveness.
- Provides initiatives in identifying the need for action by the Board to develop or revise appropriate policies and assists the Board in interpreting the policies, directives and instructions of State and other Federal funding resources.
- Represents the Agency in its relationship with Federal, State and local funding sources; seeks out opportunities within these sources for funding of new and innovative programs on statewide, local committees, task forces, etc.
- Ensures that internal programs are effectively coordinated and administered, and that they complement and are appropriately linked with other social service agencies within the community.
- Maintains effective working relationship with community partners.
- Communicates with other departments.
- Attends meetings as assigned by CAPMC Executive Director.
- Works closely with CAPMC Executive Director to ensure Community Services direction and mission are accomplished.
- Develops, manages and maintains several Community Services budgets.
- Assures reports, bills, etc. are well maintained and completed on time.
- Oversees the work of all Community Services staff; holds staff meetings and assures staff's ongoing development via workshops, conferences and one-on-one meetings.
- Maintains positive and productive relationships with all of CAPMC partners and other Community Action programs.

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- Establishes new partnerships with local Faith Community and Business Community.
- Provides analysis of community homeless issues for committee, board and staff; tracks policies and programs at the state and federal level, and participates in local and statewide advocacy campaigns.
- Researches best practices and training resources for topics within the Agency's strategic plan (e.g., chronic homelessness, family homelessness, prevention, rapid re-housing).

### **LEADERSHIP**

- Adheres to and applies the CAPMC mission, values, standards, compliances, and Personnel Policies and Procedures.
- Attends mandatory new employee orientation/ mentor activities.
- Attends trainings, workshops, and classes to keep abreast of client engagement theories and practices.
- Engages and encourages personal and professional development.
- Ensures services are provided to all clients in a manner consistent with CAPMC mission, standards, values and grant requirements.
- Identifies and resolves concerns and issues.
- Interacts with clients and their families in a culturally and socially sensitive way.
- Keeps apprised of developments and trends in the program's operation and be attentive to the changing or growing needs of the community.
- Keeps informed of current theories and practices in the field.
- Keeps informed of program terms, conditions, and eligibility changes.
- Maintains and ensures that staff and volunteers maintain the confidentiality of staff, parent, child, client, community, and agency information included in files, conversations, meetings, correspondence, or any other source.
- Makes recommendations for replacement, purchase, or repair of equipment.
- Models professionalism for parents, children, clients, community, co-workers, and volunteers.
- Prepares and actively participates in staff meetings and committees.
- Promotes a team environment and teamwork.
- Reports and assists in reporting suspected child abuse in accordance with CAPMC child abuse reporting procedures.
- Represents CAPMC in the community in a professional and competent manner.
- Responsible for setting priorities and meeting deadlines.
- Shares information and knowledge with appropriate staff members.
- Works as a team member to support the functions and operations of the Department and the Agency.

### **ADMINISTRATION:**

- Addresses deficiencies to meet satisfaction from stakeholders listed on the Agency's strategic plan.
- Aligns departmental goals and objectives with mission, vision and CAP Quest strategic plan

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- Analyzes potential impacts from multiple sectors of provided programs and services by conducting surveys with staff, customers and stakeholders. Identifies feasibilities and implements provisions to address disputes.
- Attends meetings as assigned by the Executive Director.
- Continues providing solutions toward advancing the objective of the mission, helping people, changing lives.
- Ensures management and mid management are trained on Personnel Policies and Procedures (PPP) and address issues quickly
- Ensures management and mid management receive annual training on Financial Procedure Manual
- Ensures management and mid management receive annual training on the Performance Review & Development Process (PRDP)
- Provides departmental orientation for new staff
- Provides leadership training opportunities for all departmental staff
- Provides initiatives in identifying the need for action by the Board of Directors to develop or revise appropriate polices and assists the Board in interpreting policies, directives, and instructions of State and other Federal funding sources.
- Reviews organizational structure with departmental staff annually and maintains clear and consistent communication with all staff, services and procedures
- Tracks statistics relevant to development and provides department with written materials necessary by funding source / CAPMC Strategic Plan.
- Works with Human Resources Department to fill vacancies in a timely manner
- Works closely with the Executive Director to ensure department direction and mission are accomplished.

### **OTHER DUTIES:**

- Adheres to the Americans with Disabilities Act of 1990 (ADA), which prohibits discriminatory actions toward any qualified individuals. In particular, children with disabilities are enrolled in the classroom as mandated by federal and state laws.
- Ensures strict compliance with universal precautions during work-related visits or when administering first aid.
- Other duties as assigned within scope of job classification.

### **LIMITS OF AUTHORITY**

- Relative authority to maintain compliance with federal, state, and local laws as well as the Agency's policies and procedures.
- Relative authority to maintain compliance with program standards and the requirements of funding guidelines.
- Maintains close communication with the immediate supervisor to recommend a course of action and to receive directives on priorities.

### **OTHER REQUIREMENTS:**

- Must be able to relate with all people of the community regardless of sexual, ethnic, racial, or religious background or socio-economic level.
- Must be dedicated to the goals and philosophy of CAPMC and Department.
- Must possess emotional maturity, stability, tactfulness, and the ability to provide professional leadership.

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- Must have dependable insured transportation and a valid California Driver's License and acceptable driving record. A DMV printout and proof of insurance will be required. Mileage may be reimbursed subjected to the CAPMC's policy.
- Must complete all background requirements: references, livescan checks, a pre-employment physical fitness and drug screen, acknowledgement of child abuse reporting responsibility, criminal record statement, debarment clearance, and receive satisfactory clearance from all licensing and investigative authorities. Employment is contingent upon receiving clearances from appropriate authorities.
- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to ensure at all times maximum safety to one's self, fellow employees, clients, and children.

### PHYSICAL ACTIVITIES

- **Balancing:** Maintaining body equilibrium to prevent falling or tripping when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, stepping stools, ramps, stairs, and the like, using feet and legs and/or hands and arms. Hands and arms may be used for balance, such as holding a railing.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Driving:** Driving is the operation of a motorized passenger vehicle or other vehicle such as forklifts, golf carts, riding mower.
- **Eye/Hand/Foot Coordination:** Performing work through using two or more body parts or other devices.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- **Fine Manipulation:** Touching, picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.
- **Foot or Leg Controls:** Use of one or both feet or legs to move controls on machinery or equipment. Control include, and not limited to, pedals, buttons, levers, or cranks.
- **Gross Manipulation:** Seizing, holding, grasping, turning, or otherwise working with the hand(s). It is often present when lifting involves the hands. Fingers are involved only to the extent that they are an extension of the hand to hold or operate a tool such as tin snips or scissors.
- **Hearing Requirements:** The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes or alarms). This

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includes: in person speech, other remote speech, other sounds, telephone, video conference.

- **Keyboarding:** Entering text or data into a computer or other machine by means of a traditional keyboard. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine or 10-Key numeric keypad.
- **Kneeling:** Bending legs at the knees to come to a rest on knee(s).
- **Lifting or Carrying:** Lifting is raising or lowering an object from one level to another. Lifting can include an upward pulling motion. Carrying is to transport an object – usually by holding it in the hands or arms, or wearing it on the body.
- **Pushing or Pulling:** Pushing is exerting force upon an object so that the object moves away from the origin of the force. Pulling is exerting force upon an object so that the object moves toward the origin of the force. Pushing or pulling may involve use of hands or arms and/or feet or legs done with one side of the body or both sides.
- **Reaching at or below Shoulder Level:** Reaching at or below the shoulder is present when there is 'Reaching,' but it does not meet the threshold for 'Overhead.' 'Overhead' and 'At or Below the Shoulder Reaching' can be present in the same task.
- **Reaching Overhead -** Extending the arm(s) with the hand(s) higher than the head and one of these conditions exist: (1) A person bends the elbows, and the angle at the shoulders is about 90 degrees or more, or (2) A person keeps the elbow extended, and the angle at the shoulder is about 120 degrees or more.
- **Repetitive Motions:** Making frequent on continuous movement.
- **Alternate Standing/Sitting at Will:** The ability to alternate between standing and sitting is present when the employee has the flexibility to choose between standing or sitting as needed.
- **Sitting:** Remaining in a seated position.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- **Standing or Walking:** Standing is to remain on one's feet in an upright position without moving about. Walking is to move about on foot.
- **Stooping:** Stooping is bending the body forward and down while bending the spine at the waist 45 degrees or more either over something below waist level or down towards an object on or near the ground.

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### VISUAL ACUITY

- Near Visual Acuity: Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers.
- Far Visual Acuity: Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.
- Peripheral Vision: Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### WORKING CONDITIONS

- The worker is subject to both environmental conditions: Activities occur inside and outside.
- The worker may be exposed to infectious diseases.

***To build a diverse workforce, CAPMC encourages applications from individuals with disabilities, minorities, veterans, and women. EEO/AA Employer.***