



## EMERGENCY FAMILY ASSISTANCE ASSOCIATION JOB DESCRIPTION

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| <b>Job Title:</b>     | Pathways Program Manager                                                                                                                                                                                                                |
| <b>Hours of Work:</b> | 40 hours per week Monday-Friday. Work hours are 8:30 am - 5:00 pm with occasional evening hours with some flexibility as determined by the supervisor and employee. Regular and timely attendance is an essential function of this job. |
| <b>Reports to:</b>    | Pathways Director                                                                                                                                                                                                                       |
| <b>Supervises:</b>    | Pathways Supervisor, Family Housing Navigators                                                                                                                                                                                          |
| <b>Worksite:</b>      | EFAA Office , 1575 Yarmouth Ave, Boulder (primary site) and other Housing Sites around Boulder County<br><u>Visits at least two sites weekly</u> at Boulder, Lafayette, Louisville, Longmont Housing Sites                              |

### About EFAA

EFAA's mission is to provide stabilizing services, innovative programs, and transformative advocacy to strengthen families and create a thriving community. For over 100 years, EFAA has provided a local safety net to vulnerable households and has increasingly developed deeper programming to more systemically reduce poverty, prevent homelessness, build family resilience and create a more equitable community.

### Position Summary

This position is responsible for the implementation of EFAA's Pathways Program, serving families experiencing homelessness with housing and supportive services guided by the Family Resource Center Association's Standards of Quality for Family Strengthening and Support. The position is responsible for overseeing the organizational operations of the Pathways program including managing the Pathways Supervisor and two Pathways Navigators. It also collaborates and coordinates with the Property Manager to ensure participants are continuously supported throughout all steps in the Pathways Program. This role maintains, collects and analyzes program-related data and prepares reports; works with community groups who support the Pathways Program; and collaborates with other internal departments.

**Supervision:** Managers are responsible for hiring, training, and evaluating supervised positions consistent with EFAA policies and procedures including annual evaluations and professional development plans for staff members. Documentation and paperwork related to supervisor responsibilities (hiring documents, compensation sheets, timesheets / absence reports, evaluations / quarterly reviews) completed in a timely and accurate manner.

### Essential Functions

- Be fully knowledgeable of and responsible for all aspects of EFAA Pathways Program.
- Responsible for developing and overseeing implementation of all policies and procedures for consistency and equity in programming across all sites. Responsible for continuous improvement

of policies and procedures based on community need, evolution of program, routine program data, and program outcomes.

- Responsible for overseeing the effective implementation of the systems and procedures set forth in the Pathways Program Manual and updating these processes when there are program changes.
- Manage direct financial assistance provided to participants and collaborates with the accounting team to ensure compliance with budget, donors, and policy requirements.
- Participate in interview panels with prospective participants, provide recommendations for acceptance/denial consistent with program eligibility guidelines.
- Collaborate with the Pathways team on Interview Panel's recommendations and make final decisions on applicant acceptance/denial. Consult with the Pathways Director on exceptional circumstances.
- Responsible for managing and tracking Pathways financial assistance budget and spending, supporting the Pathways supervisor with financial assistance requests and voucher approvals, and collaborating with other programs on funding guidelines, as needed.
- Represent EFAA in community collaborations where housing and family homelessness issues are being addressed.
- Collaborate with Property Manager to maintain waitlist and develop communications protocols with Property Manager, external partners, and applicants.
- Responsible for maintaining adherence to eligibility criteria and compliance with program interview and intake guidelines.
- Review Interview Panel's recommendations, make final decisions on applicant acceptance and collaborate with the Director of Programs on exceptional circumstances.
- Responsible for preparing and managing for all Pathways-related program income and expenses within areas of authority, responsibility, and accountability. To meet objectives with available resources and monitor department expenditures against budget.
- Make projections, evaluate trends, and make recommendations regarding resources and staffing.
- Collaborate with Pathways Director and community partners to coordinate and develop the provision of additional resources across all EFAA housing sites.
- Develop and maintain positive working relationships with external partners to identify and provide complementary support services for participants.
- Support Pathways Supervisor and Navigators in navigating challenging and layered participant circumstances through a strengths-based and trauma-informed approach.
- Develop competency and fully utilize participant database systems for reporting on and managing the program. Support supervisor to regularly audit all hard copies and participant database files to ensure compliance with all program requirements.
- Responsible for the hiring and development of Pathways Program staff and strengthening onboarding protocols for new staff.
- Collaborate closely with Pathways Director, Supervisor and Data, Monitoring, and Evaluation Coordinator to evaluate program performance and impact, and implement programming changes as identified.
- Ensure operational compliance with all grant and internal requirements.
- Collaborate with the Pathways Director to establish and manage hotel protocols and rental subsidies standard operating procedures for Pathways participants.
- Identify and coordinate team professional development to support best practices in Family Strengthening and housing families experiencing homelessness.
- Lead team with high degree of emotional maturity, ability to communicate honestly, ability to address and resolve conflict, and model professional boundaries.

### **Additional Responsibilities**

- As needed, provides program input, reports, and participant stories in support of grant writing and other EFAA fundraising activities.
- Attend and support regular Pathways meetings and EFAA organizational meetings.
- Collaborate with Supervisor and Navigators to plan coverage for absences, and provide actual coverage as necessary. Serve as Acting Pathways Program Director, as needed.
- Support EFAA's Strategic Education efforts around housing and family homelessness, and interface with community systems addressing these issues.
- Collaborate with Data, Monitoring, and Evaluation Coordinator to ensure Community Connect database is configured to meet program needs.
- Develop and maintain relationships with Economic Empowerment Team to develop systems to support participant economic resilience.
- In collaboration with Pathways Director, engage and facilitate collaborative strategic partnerships, including FRCs to expand and deepen services for program participants.
- Collaborate with EFAA's Mountain Resource Liaison to support EFAA's Nederland Housing Program.

The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned as necessitated by organizational demands.

## **Skills and Competencies**

### *Minimum Requirements*

- Years of experience and education:
  - Post-secondary degree or equivalent experience required in a relevant field (such as social work, counseling, human services, nonprofit management).
  - Minimum of 3 years of direct supervisory / management experience.
  - Minimum of 5 total years of professional experience in human services.
- Experience managing budgets in compliance with organizational policies and contractual requirements.
- Demonstrated history of using evidence-based program management and data-informed decision-making.
- Experience implementing Family Strengthening through trauma-informed lens.
- Experience with stakeholder collaboration and working with diverse populations.
- Ability to establish priorities in an environment of competing demands.
- Ability to communicate and work easily with a wide variety of people
- Attention to detail and an ability to manage multiple projects is a must.
- Experience working with Microsoft Office and Microsoft Teams, as well as the ability to use additional software programs
- Strong verbal and written communications skills
- Commitment to EFAA's mission, vision and values

### *Preferred*

- Experience with deescalation or conflict resolution.
- Training and/or experience with mental health first aid.
- Spanish language proficiency (speaking, writing)
- Experience in managing housing programming for vulnerable populations.
- Experience with client management databases.

**Working Environment, Physical Activities and Equipment Used:**

Typical office environment. Regularly uses computers for data input and other work. Take proper safety precautions while at work, reports unsafe circumstances and takes action to prevent accidents. Responsible for ensuring volunteers and supervised staff adhere to EFAA Safety Rules at all times.

**Compensation**

This is a full-time position (100% FTE) or 40 hours per week. The salary range for this position is \$75,000-\$82,000. Competitive pay commensurate with education and experience.

**Why You Should Apply**

EFAA's culture is employee-focused, providing access to a generous benefits package including:

- Competitive paid time off and holidays
- Choice of employer-paid health insurance plans, including family coverage options
- Employer paid Simple IRA contributions
- RTD Ecopass
- Language bonus for bilingual English / Spanish employees
- Family friendly policies and practices
- A commitment to professional development and training

**How to Apply**

Please email your cover letter and resume [resumes@efaa.org](mailto:resumes@efaa.org) with the subject line "Pathways Program Manager". Applications will be reviewed on a rolling basis.

**Non-Discrimination Policy**

Our people are the foundation of who we are as an organization. Attracting, hiring and retaining diverse talent enables us to be more innovative and better serve our employees, volunteers, participants, and the community. EFAA is dedicated to the principles of equal employment opportunity (EEO). We are committed to recruiting, hiring, training and promoting qualified people of all backgrounds, regardless of age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, familial status, sexual orientation, marital status, gender identity or expression, genetic information or characteristics, parenthood, custody of a minor child, pregnancy or any protected class under applicable Federal, State or local laws that is not listed above.