

EMERGENCY FAMILY ASSISTANCE ASSOCIATION

JOB DESCRIPTION

Job Title:	Basic Needs Program Manager
Hours of Work:	Fully Onsite - 40 hours per week within the hours of 8:30 - 5:00 Mon – Fri with some flexibility as determined by the supervisor and employee. On rare occasions, availability Thursdays until 7:00 pm.
Reports to:	Senior Director of Programs
Supervises:	Basic Needs Supervisor, Basic Needs Intake Supervisor, Mountain Resource Liaison, Basic Needs Plus Resource Navigators

Position Summary

This position oversees and facilitates the daily operations of EFAA's Basic Needs Program that serves over 2000 households a year. This position's primary responsibility is oversight of the Basic Needs Program through supervision of the Basic Needs Program staff, implementation of strategic initiatives, staff development including the selection and training of new staff and the professional development of existing staff, and the administrative duties associated with such tasks. This role oversees the disbursement of a complex \$3M+ budget of direct financial assistance through the management of front-line Resource Navigators who meet 1:1 with participants experiencing diverse and dynamic situations. Develop systems that effectively balance the needs of multiple stakeholders. This role oversees compliance with requirements across multiple funding sources and grant programs. Collaborates with funding agencies on service provisions.

Supervision: Supervisors 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, time sheets/absence reports, evaluations / quarterly reviews) completed in a timely and accurate manner.

Responsibilities

- Responsible for developing and implementing policies, procedures and practices to ensure the efficient and effective working operations of the Basic Needs Program as well as the continuous improvement of such based on community need, program evaluation and funding availability.
- Monitors and evaluates EFAA's Basic Needs programming to ensure it aligns with best practice in participant centered service delivery grounded in the Family Resource Center's Standards of Quality for Family Strengthening and EFAA mission and vision and recalibrates if needed.
- Work with the Basic Needs Intake team to oversee and streamline processes that ensure community members efficiently access and receive needed support.
- Work with Resource Navigator staff and supervisors to engage and manage volunteers.
- Identify unmet needs through both qualitative and quantitative data analysis and work with the Program Leadership Team to explore solutions.
- Oversee the distribution of assistance to participants according to EFAA's policies and procedures.
- Assess effectiveness of evolving service delivery models, make recommendations for changes as needed, and work with Senior Director of Programs to plan and implement changes, including but not limited to updates to policies and procedures, staff training and skill building and monitoring and evaluation.
- Monitor financial reports monthly in collaboration with Senior Director of Programs to ensure DFA spending is within limits and/or variances are managed; project spending every quarter and determine budget for following fiscal years.

- Make daily decisions on distribution of funds and service provision, balancing availability of funds and community needs.
- Fulfill duties as a member of the Program Team:
 - Collaborate with other Program Managers for uniform service delivery
 - Attend/Lead Program Team and breakout meetings
 - Attend monthly Program Leadership Team meetings.
 - Serve as a liaison for satellite agreements with partner agencies
- Oversee quality and timely data entry into the Community Connect County participant database and any other databases required for funding.
- Oversee the training, supervision and updating of all staff and volunteers relative to entering participant data into the database system in collaboration with the Basic Needs Supervisor, and Data Monitoring and Evaluation Specialist.
- Identify and participate in activities designed to enhance skills and abilities required for professional development of Basic Needs staff.
- Make suggestions on improvements in procedure, policy and programs that will improve EFAA services, Basic Needs programming, and the EFAA participant experience.
- Maintain positive working relationships and healthy communications with key partner agencies and collaborate on funding and community concerns/observations around basic needs.
- Arrange and provide coverage for Basic Needs and HSP Resource Navigators as needed, utilizing yourself or other team staff to ensure adequate coverage and continuity of services.
- Represent EFAA in community events, meetings and speaking engagements, as requested.
- Manage EFAA's grants and agreements with Boulder County related to the Housing Stabilization Program. Ensure compliance with grant metrics.
- Support Basic Needs Supervisor and Navigators in navigating challenging and layered participant circumstances through a strengths-based and trauma-informed approach.
- Take proper safety precautions, anticipate unsafe circumstances, and act accordingly to prevent accidents. Adhere to and practice EFAA Safety Rules.
- Responsible for ensuring volunteers and supervised staff adhere to EFAA safety rules at all times.

Management

- Manage the Basic Needs Department to ensure cohesion, collaboration, and success of programming / outcomes both at the Boulder, and Mountain location based in Nederland.
- Provide excellent direct supervision to staff, including coaching/mentoring, evaluation, and support of professional development
- Evaluate staff work programs to the end that they support achievement of department goals
- Prepare and manage department budget to meet objectives with available resources and monitor department expenditures against budget.

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

Qualifications/Skills:

Required:

- Undergraduate degree in a relevant field such as Social Work, Sociology, Child and Family Studies or relevant experience
- 2+ years of management or other relevant leadership experience, preferably managing resource navigators
- 2+ years' experience as a case manager or resource navigator
- Experience working with low-income and ethnically diverse households
- Budget management

- Strong experience with MS Office to include: Outlook, Excel, Word, Teams & SharePoint
- Commitment to EFAA's mission, vision and values.

Preferred:

- Master's Degrees in a related field
- Ability to speak, read, and write Spanish
- Management and oversight of grants
- Management of strategic planning, and program goal setting.
- Knowledge of Boulder County resources
- Experienced in: motivational interviewing, strengths-based case management, trauma-Informed service provision, and de-escalation tactics

Working Environment, Physical Activities and Equipment Used:

Typical office environment. Regularly uses computers for data input and other work.

Compensation

This is a full-time position (100% FTE) or 40 hours per week. The salary range for this position is \$75,000 - \$80,000. 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 to resumes@efaa.org with the subject line "Basic Needs Program Manager". The position is open until filled. 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, gender identity or expression, genetic information or characteristics, parenthood, custody of a minor child, pregnancy, marital status or any protected class under applicable Federal, State or local laws that is not listed above.