



FAMILY ELDERCARE

Service Coordination Manager

Job Description

Program: Housing & Community Services	Reports to: Director of Housing and Community Services
Job Location: Rutherford Office	Position Status: Full-Time
FLSA Classification: Exempt	Starting pay: \$61,506.00

The Program Manager oversees assigned staff, ensuring program performance, metrics, quality assurance and work plan is compliant with organizational and funding guidelines. They serve as the agency representative with the property management and other vendors and partners.

Program Management and Supervisory duties:

- Develop strategies and opportunities to optimize program performance.
- Oversee daily program operations and implementation of strategic program goals.
- Track and report on project outputs, outcomes, and performance measures.
- Direct, supervise, and evaluate the work of staff. Interview, hire, and select new employees.
- Identify staff knowledge and skills necessary to execute work activities and provide training opportunities to enhance and improve staff performance.
- Coordinate tracking of performance measures and compile data for reports, program evaluation, and narratives to funders.
- Ensure program operates in a fiscally sound manner and in accordance with budgeted operational priorities.
- Oversee program compliance relative to performance criteria of funders.
- Collaborate with Program Director to develop strategies and opportunities to optimize program performance.

Strategy:

- Oversees program policy, planning, initiatives, and implementation consistent with the strategic priorities of the organization
- Oversees collaborative partnerships across agency departments to co-create program strategies and achieve the best outcomes

Competencies:

- Ability to provide leadership, mentor staff, and provide supervision.
- Ability to work independently, organize work efficiently, prioritize response to changing needs of clients.
- Comfortable working with people of all backgrounds and ability to respect individual rights.
- Comfortable working in medical facilities and with issues of death and dying.
- Ability to perform assessments, make appropriate referrals, and recommend interventions.
- Knowledge of community services, resources, and entitlements and how to access them.
- Proficient computer skills with an emphasis on Access, Word, and Excel database usage.
- Ability to develop productive relationships with clients and volunteers.
- Ability to keep accurate and organized records.
- Ability to interact in a positive manner in person and on the phone.
- Ability to articulate clearly in both verbal and written communications.
- Must pass background and MVR

Education and/or Work Experience Requirements:

- Bachelor's Degree in Health Professions, Human Services, or Business Administration
- 3 years' experience with marginalized population using community service resources for adults who are elderly, disabled, or victims of abuse neglect or exploitation
- 3 years' experience in a program development -AND/OR- leadership role
- 2 years' experience as a direct supervisor to staff or student interns

Travel

This position requires moderate transportation and will require use of personal vehicle or public transportation. Typical workdays will be based at Family Eldercare Rutherford office, home office, or remote location based on program needs and community relations

Physical Demands

- May require the ability to lift files, file boxes, furniture, open file cabinets, and to bend or stand as necessary
- Work occurs in both office settings and off site at residential properties, community buildings, and private and government offices.
- A significant amount of time is spent on the computer.
- Requires a significant amount of face-to-face interaction and phone contact with program staff, clients, volunteers, and outside professionals.
- Ability to perform essential job functions consistent safely and successfully with the ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date: