

Job Description



Position: Project Manager, Child Welfare System Improvement

Agency: Prevent Child Abuse California (PCA CA)

Date: 11/14/19

Reports to: Director, AmeriCorps Statewide

Classification: Exempt

Supervisory Responsibilities: None

Program Description

The Child Welfare System Improvement (CWS) program enrolls AmeriCorps members to provide family stabilization support and parenting education to at-risk families in California counties. Through serving families, AmeriCorps members increase parenting skills, reduce referrals to County child welfare services, decrease risk for child abuse and neglect, and provide family stabilization services to improve health access and increase food security. AmeriCorps members also leverage volunteers to support parents.

Position Summary

The CWS Project Manager is responsible for recruiting CWS program partners and providing training and technical assistance to CWS program partners on all AmeriCorps activities, including but not limited to, member recruitment, enrollment, retention, training, policies and procedures, and terms of service. The CWS Project Manager is responsible for successful program operations, including but not limited to, partner recruitment and development, monitoring and maintaining all applicable CWS AmeriCorps contracts, overseeing CWS AmeriCorps program implementation, ensuring grant/program compliance, tracking, monitoring and reporting data to ensure contracted Performance Measures are met, and coordinating CWS Continuation and Re-Compete proposals to California Volunteers so that the CWS AmeriCorps program continues.

Essential Duties and Responsibilities

1. Technical Assistance and Project Support to Child Welfare System Improvement AmeriCorps Partners

- Provide technical assistance, training and ongoing support to CWS AmeriCorps partners on AmeriCorps policies and procedures including, but not limited to, member enrollment, benefits, position descriptions, training, service hours and retention, CWS program design and implementation, AmeriCorps requirements, prohibited activities, and other program related areas as needed.
- Maintain constant and consistent communication, professionally and collaboratively, with CWS AmeriCorps partners to monitor program implementation, provide AmeriCorps updates, and address challenges in a timely manner, through telephone calls and emails, conducting at least one formal site visit per grant cycle and additional visits as needed, and coordinating and

facilitating monthly collaborative meetings for local CWS partners and webinars as needed for non-regional CWS partners. CWS Project Manager should provide the highest level of “customer service” to partners.

- Provide ongoing site supervisor/partner support on AmeriCorps policies and procedures as outlined in the AmeriCorps Supervisor Program Manual and Member Handbook.
- Provide technical assistance to partners regarding fiscal procedures including partner cash match, and invoicing.
- Conduct new site supervisor AmeriCorps orientation.
- Provide member management database training and technical assistance to CWS AmeriCorps partners including, but not limited to, member enrollment, service hours tracking, and member terminations in order to collect data as required by California Volunteers (CV) and Corporation for National and Community Service (CNCS).
- Support site supervisor’s compliance with documentation, mid-term and end of term AmeriCorps member Performance Evaluations in collaboration with AmeriCorps Support Services team.
- Facilitate transition between AmeriCorps contract years.
- Provide ongoing support to partner agencies to ensure program success.

2. Child Welfare System Improvement Project Implementation and Management

- Develop, provide, and improve oversight for CWS program implementation.
- Develop and monitor CWS AmeriCorps partner contracts, budgets, and grant compliance in conjunction with the AmeriCorps Statewide Director.
- Serve as the primary liaison to California Volunteers for the CWS AmeriCorps program.
- Attend and participate in meetings and conferences as required.
- Assess progress and compliance of CWS AmeriCorps partners through site visits.
- Write and submit an evaluation report of site visits including a summary of site programs, partner compliance, member satisfaction, and program and partner needs.
- In conjunction with the AmeriCorps Statewide Director, ensure that the CWS program operates within the contracted budget amount.
- Work with the AmeriCorps Statewide Director to manage CWS AmeriCorps member slots and service site agency allocation.
- Work with CWS AmeriCorps partners in strategic planning to identify program needs and opportunities.
- Establish and strengthen partnerships with collaborating agencies.
- Facilitate Continuous Quality Improvement (CQI) for the CWS AmeriCorps program.

3. Child Welfare System Improvement Partner Development

- Develop and implement a CWS Partner Recruitment Plan including partner recruitment activities, counties, agencies, school districts and community-based organizations and other entities to be targeted, in-person and web-based information sessions to explain the CWS program to interested entities, and the partner application process to ensure full enrollment of members per the CWS contract.
- Identify, develop, and establish relationships with private/public agencies and community-based organizations to expand the existing CWS partnership and ensure full enrollment of members per the CWS contract.
- Maintain positive working relationships with existing CWS partners to ensure their continued participation in and full enrollment of members as per the CWS contract.
- Work closely with the AmeriCorps Statewide Director, to coordinate outreach efforts to support and develop strong statewide partnerships.
- Research, suggest and pursue new partnership/grant opportunities to increase the scale and scope of the CWS program.

4. AmeriCorps Member Recruitment, Support, and Retention

- Work with CWS AmeriCorps partners and members to ensure compliance with CV and CNCS AmeriCorps member enrollment and member retention requirements.
- Ensure supervisors and members are fully aware of member requirements outlined in the Member Handbook, AmeriCorps policies and procedures and prohibited activities.
- Provide direction and support to partners'/site supervisors regarding the AmeriCorps member recruitment process including member position description development, development and dissemination of recruitment materials, outreach strategies and candidate identification, interviewing, and screening.
- In conjunction with the AmeriCorps Statewide Director and fiscal staff coordinate AmeriCorps member living allowance stipend payments and service hours.
- Monitor AmeriCorps member service hours to ensure members' successful completion of their term of service.
- Provide support to CWS AmeriCorps partner supervisors and CAP Center AmeriCorps Team regarding member issues including, but not limited to, leave of absences, progressive discipline, written warnings, suspensions, terminations, hours served, living allowance, forbearance, childcare, healthcare, education awards and AmeriCorps program policies and procedures.
- In conjunction with CWS AmeriCorps partners, develop and approve AmeriCorps member leave of absences, written warnings, suspensions, and terminations and forward information to CAP Center AmeriCorps Support Team.
- Work collaboratively in a timely manner with CWS AmeriCorps partner supervisors and members to address service hour challenges seeking a plan and resolution that best meets the needs of both the CWS AmeriCorps partner and member.

- In conjunction with the CAP Center AmeriCorps Support Team, ensure that member performance evaluations are completed and AmeriCorps members are notified of completion of service hours and exit paperwork has been processed in accordance with the 30-day enrollment/exit requirement.
- Provide ongoing support for CWS AmeriCorps members and supervisors, including advocacy on behalf of members.
- Coach CWS AmeriCorps members and site supervisors on strength-based communication techniques.
- Coordinate with CAP Center Human Resources Generalist, AmeriCorps Statewide Director, Chief Program Officer, and Service Site Supervisors to resolve criminal background clearance and subsequent arrest issues.

5. AmeriCorps Member Training

- Identify CWS AmeriCorps member training needs in alignment with AmeriCorps grant requirements and member service responsibilities.
- Work cooperatively with the CAP Center AmeriCorps Project Managers and Training Team, to coordinate the delivery of training in compliance with CWS AmeriCorps member training requirements to ensure members have the knowledge and skills needed to serve families at-risk for child abuse and neglect.
- Coordinate and facilitate CWS AmeriCorps member orientation in conjunction with CAP Center AmeriCorps Support Team.
- Coordinate with CAP Center Training Team to track completed CWS AmeriCorps member trainings and address challenges with members completing training requirements.
- Facilitate and coordinate feedback from CWS AmeriCorps supervisors and members regarding their satisfaction with training content/curricula in meeting the needs of members and partner agencies.

6. Program Performance Monitoring, Reporting and Continuation

- Manage online databases and provide technical assistance to partners and members to ensure timely reporting by CWS partners and accurate data entry.
- Collect data on an ongoing basis for reporting requirements and to monitor and analyze Performance Measure progress for the CWS AmeriCorps program and each CWS AmeriCorps partner.
- Coordinate the work of the CWS independent evaluation contractor and ensure the completion of the CWS AmeriCorps and other funder evaluation reports.
- Write and submit timely CWS AmeriCorps and other funder progress reports/annual report/continuation requests in accordance with CV and CNCS and other funder requirements.
- Participate in evaluation design and data collection planning.
- Work with the AmeriCorps Statewide Director and Chief Program Officer on CV/CNCS NOFO's as well as potential funding sources that could provide cash match for the CWS program.
- Provide technical assistance and necessary information to partners on progress reports, data entry and overall evaluation/performance measurement protocols.

7. Internal and External Collaboration

- Work collaboratively and maintain positive working relationships with CWS partners and members to ensure the successful implementation of grant deliverables and the program model.
- Work collaboratively and positively with other CAP Center teams, including but not limited to: Strategies 2.0, AmeriCorps programs, CAP Center trainers, and the Birth & Beyond program providing support as needed.
- Develop and maintain positive working relationships with child abuse prevention and family support/strengthening agencies statewide and locally.
- As requested, participate in meetings, convenings, and networking events to promote positive relationships with social service agencies and community-based organizations.
- Attend and participate in external and internal CAP Center meetings and committees as needed.

8. AmeriCorps Administration

- Work with Chief Program Officer, AmeriCorps Statewide Director, Collaboration and AmeriCorps Compliance Program Manager, the CAP Center AmeriCorps Team and other Child Abuse Prevention (CAP) Center staff to develop forms and revise policies, procedures, and AmeriCorps Supervisor Program Manual and Member Handbook.
- Communicate and meet with, on an ongoing basis, the CAP Center AmeriCorps Team regarding enrollment, program and member updates.
- Serve as liaison between administration, partners, and members.
- Support Human Resources Generalist and partner/site supervisors regarding AmeriCorps member safety and workers' compensation issues.

9. AmeriCorps Special Events

- In conjunction with the AmeriCorps Statewide Director, Collaboration and AmeriCorps Compliance Program Manager, other CAP Center AmeriCorps Team, plan, coordinate and facilitate annual CAP Center AmeriCorps Partner Conference including, but not limited to, developing and revising training materials, planning logistics and conference activities/trainings, and coordinating trainers and presenters.
- Support planning of National Service Days, special events, and AmeriCorps Graduation with the CAP Center AmeriCorps Team.
- Collaborate with other CAP Center AmeriCorps Team to ensure success of AmeriCorps programs.

10. Other Duties

- Perform supervision of members when needed.
- Oversee and monitor member activities.
- Acquire and enhance knowledge of the child welfare system and child abuse and neglect prevention services including, but not limited to, statistics and trends

through reading, research, conferences and participation on committees, as appropriate.

- Provide support to CAP Center wide projects, as needed, including but not limited to, grant proposals, preparation of reports, and special events.
- Attend meetings, conferences and trainings, as needed.
- Conduct outreach to promote the CAP Center programs.
- Attend and participate in external and internal CAP Center meetings and committees as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor's Degree from a four-year college or university required. Master's Degree preferred.
- Two years of program management experience required.
- Experience with developing and maintaining partnerships with public/private community and collaborative partners required.
- Prior experience working with AmeriCorps programs preferred.
- State and Federal program management experience preferred.
- Demonstrated ability to work with various professional levels, including agency directors.
- Grant writing experience preferred.

General Knowledge

- Knowledge of child abuse prevention field, social services and/or child welfare services required.
- Experience working with family strengthening, parenting education and support serving agencies preferred.
- Knowledge of AmeriCorps policies and procedures preferred.
- Must be able to read, write, speak and understand the English language.
- Must have excellent writing, editing, and proofreading skills.
- Basic mathematics including addition, subtraction, division and multiplication.
- Intermediate knowledge of and proficiency in MS Word, MS Excel, Outlook, and PowerPoint and database management.
- Knowledge of Visio and Publisher preferred.
- Ability to operate office equipment such as fax machine, postage meter, copy machine, etc.
- Ability to maintain boundaries and a professional and confidential work environment.
- Cultural competence and ability to operate in a culturally affirming manner.
- Ability to maintain the highest professional standard a professional of a confidential work environment internally and externally.
- Ability to prioritize workload and communicate priorities to diverse workgroups.
- Excellent critical thinking and problem solving skills.

Organizational Ability

- Strong attention to detail.
- Skill in organizing resources and establishing priorities.
- Excellent organizational and administrative skills and ability to manage multiple simultaneous tasks and competing deadlines in an efficient manner...
- Ability to develop and maintain record keeping systems and procedures
- Ability to organize and complete multiple projects efficiently, which may require short completion times.
- Ability to work in a fast-paced environment and to adapt easily to change.
- Ability to be a self-starter.

Communication and Relationship Skills

- Excellent verbal and written communication skills.
- Ability to establish and maintain good working relationships, both internally and externally.
- Ability to work effectively in a strength-based manner in a team, including asking for, receiving, and offering, support when needed.
- Ability to work, and be culturally responsive, with, individuals and teams of diverse economic, social, educational, and cultural backgrounds.
- Ability to work through highly emotionally meeting topics and confidential information with care and professionalism.
- Able to communicate in a professional and courteous manner at all times.
- Able to deal with highly emotionally people in a professional and courteous manner.
- Ability to effectively coordinate, facilitate, and prepare for meetings and trainings.
- Ability to maintain personal and professional boundaries.
- Ability to maintain a professional, confidential work environment.
- Recognizes the need for self-care in effectively managing work duties.

Analytical Skills

- Excellent problem identification, coaching, mediation and resolution skills.
- Ability to deal with complex situations and to collaborate effectively with personnel internally and externally in order to provide timely and effective problem resolutions.
- Ability to set work priorities.

Other Qualifications

- Must be available to work a flexible schedule, which may include day, evening, night, or weekend hours.
- Must possess a valid California Driver's License, a reliable automobile and auto insurance.
- Must be able to travel between sites and to offsite events as needed, including some overnight travel.
- Must pass a Criminal History check consisting of: DOJ and FBI checks as well as a search of the National Sex Offender Public Registry Website (NSOPW).

If you are interested in an open position, please send your cover letter, resume/ application and salary requirements to:

The Child Abuse Prevention Center

ATTN: Human Resources

4700 Roseville Road, Suite 102

North Highlands, CA 95660

HR@thecapcenter.org