

Job Description



Position: Project Manager, Child Welfare System Improvement and Preventing Abuse Through Home-visitation (PATH)

Agency: Prevent Child Abuse California (PCA CA) Date: 6/9/2021

Reports to: Director, State-wide AmeriCorps Classification: Non -Exempt

Supervisory Responsibilities: None

Program Description

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

The Preventing Abuse Through Home-visitation (PATH) program enrolls AmeriCorps members to provide parenting education and case management of families in a Home-visiting setting. AmeriCorps members increase participants parenting skills, reduce referrals to County child welfare services, decrease risk for child abuse and neglect, and provide access to other resources in the community.

Position Summary

The CWS/PATH/PATH Project Manager is responsible for providing training and technical assistance to CWS/PATH/PATH 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/PATH/PATH Project Manager is responsible for successful program operations, including but not limited to, partner recruitment and development, monitoring and maintaining all applicable CWS/PATH/PATH AmeriCorps contracts, overseeing CWS/PATH/PATH AmeriCorps program implementation, ensuring grant/program compliance, tracking, monitoring and reporting data to ensure contracted Performance Measures are met, and coordinating CWS/PATH Continuation and Re-Compete proposals so that the CWS/PATH/PATH AmeriCorps program continues.

Essential Duties and Responsibilities

1. (20% time) Technical Assistance and Project Support to Child Welfare System Improvement/ PATH AmeriCorps Partners

- Provide technical assistance, training and ongoing support to CWS/PATH AmeriCorps partners on AmeriCorps policies and procedures including, but not limited to, member enrollment, benefits, position descriptions, training, service hours and retention, CWS/PATH 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/PATH 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/PATH partners and webinars as needed for non-regional CWS/PATH partners. CWS/PATH 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/PATH AmeriCorps partners including, but not limited to, member enrollment, service hours tracking, and member terminations in order to collect data as required by CaliforniaVolunteers (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 Program Support/Compliance team.
- Facilitate transition between AmeriCorps contract years.
- Provide ongoing support to partner agencies to ensure program success.

2. (15% time) Child Welfare System Improvement/ PATH Project Implementation and Management

- Develop, provide and improve oversight for CWS/PATH program implementation.
- Develop and monitor CWS/PATH AmeriCorps partner contracts, budgets, and grant compliance in conjunction with the AmeriCorps Initiatives Director. Route program agreements to CWS/PATH partners.
- Serve as the primary liaison to CaliforniaVolunteers for the CWS/PATH AmeriCorps program.
- Attend and participate in meetings and conferences as required.

- Assess progress and compliance of CWS/PATH 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 Initiatives Director, ensure that the CWS/PATH program operates within the contracted budget amount.
- Work with the AmeriCorps Initiatives Director to manage CWS/PATH AmeriCorps member slots and service site agency allocation.
- Work with CWS/PATH 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/PATH AmeriCorps program.

3. (15% time) Child Welfare System Improvement/ PATH Partner Development

- Develop and implement a CWS/PATH 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/PATH program to interested entities, and the partner application process to ensure full enrollment of members per the CWS/PATH contract.
- Identify, develop, and establish relationships with private/public agencies and community-based organizations to expand the existing CWS/PATH partnership and ensure full enrollment of members per the CWS/PATH contract.
- Maintain positive working relationships with existing CWS/PATH partners to ensure their continued participation in and full enrollment of members as per the CWS/PATH contract.
- Work closely with the AmeriCorps Initiatives 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/PATH program.

4. (10% time) AmeriCorps Member Recruitment, Support, and Retention

- Work with CWS/PATH AmeriCorps partners and members to ensure compliance with CV and CNCS AmeriCorps member 90% enrollment and member retention of 90% 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 Initiatives 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/PATH 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/PATH 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/PATH AmeriCorps partner supervisors and members to address service hour challenges seeking a plan and resolution that best meets the needs of both the CWS/PATH AmeriCorps partner and member.
- In conjunction with the CAP Center AmeriCorps Program Support/Compliance 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/PATH AmeriCorps members and supervisors, including advocacy on behalf of members.
- Coach CWS/PATH AmeriCorps members and site supervisors on strength-based communication techniques.
- Coordinate with CAP Center Human Resources Generalist, AmeriCorps Initiatives Director, Chief Program Officer, and Service Site Supervisors to resolve criminal background clearance and subsequent arrest issues.

5. (10% time) AmeriCorps Member Training

- Identify CWS/PATH 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/PATH 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/PATH AmeriCorps member orientation in conjunction with CAP Center AmeriCorps Program Support/Compliance Team.
- Coordinate with CAP Center Training Team to track completed CWS/PATH AmeriCorps member trainings and address challenges with members completing training requirements.
- Facilitate and coordinate feedback from CWS/PATH AmeriCorps supervisors and members regarding their satisfaction with training content/curricula in meeting the needs of members and partner agencies.

6. (10% time) Program Performance Monitoring, Reporting and Continuation

- Manage online databases and provide technical assistance to partners and members to ensure timely reporting by CWS/PATH 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/PATH AmeriCorps program and each CWS/PATH AmeriCorps partner.
- Coordinate the work of the CWS/PATH independent evaluation contractor and ensure the completion of the CWS/PATH AmeriCorps and other funder evaluation reports.
- Write and submit timely CWS/PATH 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 Initiative Director and Chief Program Officer on CV/CNCS NOFO's as well as potential funding sources that could provide cash match for the CWS/PATH program.
- Provide technical assistance and necessary information to partners on progress reports, data entry and overall evaluation/performance measurement protocols.

7. (5% time) AmeriCorps Administration

- Work with Chief Program Officer, AmeriCorps Initiatives 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.

8. (5%) Internal and External Collaboration

- Attend and actively participate in partner meetings and committees by providing knowledge and expertise as necessary.
- Attend coalitions, conferences, 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.
- Participate in the CAP Center's Strategies 2.0 team as well as Strategies 2.0 cross-organizational activities, work groups for training development and delivery, and other areas of shared work.
- Work collaboratively and maintain positive working relationships with CA Office of Child Abuse Prevention, Office of Emergency Services, and other funders, Strategies 2.0 partners of San Diego State University and Children's Bureau

staff, and other collaborative partners to ensure the successful delivery of trainings and other grant deliverables.

- Work collaboratively and positively with other CAP Center teams, including but not limited to: AmeriCorps programs, other 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.

9. (5% time) AmeriCorps Special Events

- In conjunction with the Director of State-wide AmeriCorps Programs, Collaboration and AmeriCorps Compliance Senior 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. (5% time) Other Duties

- Perform supervision of members when needed.
- 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.
- Oversee and monitor member activities.
- Attend and participate in external and internal CAP Center meetings and committees as needed.
- Provide support to CAP Center wide projects, as needed, including but not limited to, grant proposals, reports, and special events.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- At least 5 years' experience in communications, public relations, community organizing, or a related field, or the equivalent combination of related work experience and education.
- Bachelor's degree required. Master's degree preferred.
- Experience with and/or knowledge of the child abuse prevention field, social services cross-sector collaboration, collective impact, family strengthening, and/or the child welfare system preferred
- Experience with developing and maintaining partnerships with public/private community and collaborative partners required.
- Experience working with social services programs preferred.

General Knowledge

- Solid communication skills to create and present clear and effective messaging and marketing strategies.
- Must be able to read, write, speak and understand English. Bilingual preferred.
- Must have excellent writing, editing, and proofreading skills.
- Must be proficient in MS Word, MS Excel, Outlook, PowerPoint, web navigation techniques, and database management.
- Ability to operate office equipment such as fax machine, postage meter, copy machine, etc.
- Basic mathematics including addition, subtraction, division and multiplication.
- Ability to maintain a professional and confidential work environment.
- Knowledge of family strengthening and parenting education.

Organizational Ability

- Strong attention to detail.
- Skill in organizing resources and establishing priorities.
- Ability to develop and maintain record keeping systems and procedures.
- Excellent ability to manage multiple simultaneous tasks and competing deadlines in an efficient manner.
- Excellent organizational skills and ability to manage multiple tasks in an efficient manner.
- 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 perform in a team, including asking for 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
- Recognizes the need for self-care in effectively managing work duties.
- Able to work with people in a professional and courteous manner.
- Ability to effectively coordinate and facilitate meetings.

Analytical Skills

- Excellent problem identification, coaching, mediation and resolution skills.
- Ability to work through complex situations and to collaborate effectively with personnel in order to provide timely and effective problem resolutions.
- Ability to set work priorities.
- Ability to adapt messaging to meet the needs of the target audience

Other Qualifications

- Must be available to work a flexible schedule, including extensive travel, 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).

Please send cover letter, resume and salary requirements to:

The Child Abuse Prevention Center
Attn: Human Resources
4700 Roseville Road North Highlands, CA 95660
Fax: 916-244-1935
E-mail: jharris@thecapcenter.org

Equal Opportunity Employer

The Child Abuse Prevention Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.