

## Job Description



**Position:** Program Manager, California Family Resource Association

Agency: California Family Resource Association Date: 11/14/19

Reports to: President & CEO & Strategies 2.0 Classification: Exempt  
Director

**Supervisory Responsibilities:** CVCA Project Manager, CFRA Communications Coordinator, CFRA Consultants and Contractors.

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### Program Description

Founded in 2005, the California Family Resource Association (CFRA) is a statewide membership association of more than 350 organizations that serve children and families. CFRA's purpose is to advocate for the programs, policies, and resources that enable CFRA members to build strong families and communities. We do this by shaping and impacting public policy, building the capacity of our member organizations, and supporting the development of networks and coalitions. CFRA is an association within the Child Abuse Prevention (CAP) Center

### Position Summary:

The California Family Resource Association (CFRA) Program Manager is responsible for the leadership, operation, effectiveness, and sustainability of all CFRA programs. The CFRA Program Manager oversees and directs all CFRA program staff and is responsible for development and execution of CFRA's membership structures and development including, but not limited to, internal and external communications, identifying emerging needs and opportunities for the association and its members, ensuring member satisfaction, retention, and growth, fund development strategies, advocacy initiatives, legislative affairs, and strategic partnerships. The CFRA Program Manager also oversees the Statewide Child Abuse Training and Technical Assistance (CC) Program, known as the Coalition for Victims of Child Abuse (CVCA).

### Essential Duties and Responsibilities:

#### 1. CFRA and CVCA Program Management

- Provide leadership for CFRA membership development and staff operations.
- With the CVCA Project Manager, oversee and ensure implementation of the OES CC Program providing leadership, coordination, and resources to approximately 80 child abuse treatment centers across California.
- Provide development and oversight for CFRA operations including general program planning, member services, legislative affairs, network building, and special projects.

- Evaluate the appropriateness and effectiveness of CFRA and CVCA programs to ensure alignment with current needs, trends, and opportunities for program development.
- Provide fiscal development and oversight of all CFRA and CVCA grants, revenue streams, and program budgets; ensure adequate funding for all CFRA program needs.
- Establish operating policies, procedures and matters of administrative detail in connection with the operation and maintenance of CFRA and CVCA.
- Ensure compliance with all contract and reporting requirements.
- Conduct ongoing grant review and research; develop and submit grant proposals; build and maintain effective relationships with current and prospective funders.
- Recruit, develop, supervise, and evaluate all CFRA and CVCA staff.
- Develop strategic communications partners who may enhance the range of vital information and opportunities for CFRA members, the CAP Center, and related fields.
- Develop, implement, and oversee projects related to member communication, data collection, recruitment, retention, engagement, and satisfaction.
- Respond to special requests from CFRA members, partners, and funders.

## **2. CFRA Policy Advocacy and Legislative Affairs**

- Develop annual policy agenda and advocacy strategies in collaboration with CAP Center leadership, lobbyist, and CFRA membership.
- Manage and oversee the operation and effectiveness of CFRA's Policy Committee.
- Maintain collaborative and strategic partnerships with various issue-specific working groups, coalitions, and government partners.
- Oversee bill tracking and analysis, as well as strategic communication to educate and mobilize CFRA membership around key issues.
- Work with CFRA members to build advocacy capacity including one-on-one technical assistance.
- Oversee the development of mechanisms to rapidly respond to budget and legislative developments and facilitate the easy response by CFRA members and related audiences.

## **3. Special Projects**

- Oversee the planning and coordination of major events and conferences including CFRA Capitol Day, regional conferences/symposiums for CFRA and CVCA, webinar trainings, and special presentations.
- Serve as a member of boards, work groups, coalitions, and steering committees relevant to CFRA and CVCA issue areas.
- Share in the leadership and implementation of new collaborative projects that may arise.

#### **4. Internal and External Collaboration**

- Serve as a member of the CAP Center Program Leadership Team
- Work collaboratively and maintain positive working relationships with Cal OES staff and CC sub-recipients, and CFRA 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: AmeriCorps programs, CAP Center trainers, and the Birth & Beyond program providing support as needed.
- Coordinate projects and work collaboratively and positively with Strategies 2.0 as a means to strengthen the CFRA and CVCA reach and membership.
- 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.

#### **5. Other duties**

- Maintain effective relations throughout California communities as a CAP Center representative.
- Participate in statewide meetings as directed by the President and CEO.
- Build strategic partnerships with other statewide advocacy organizations and coalitions.
- In coordination with the CAP Center Leadership, Strategies 2.0, the Citizens Review Panel, and the Office of Child Abuse Prevention, develop a strategy for increasing the information and consistency of data regarding the scope of work and impact of family resource centers in California.
- Assist with special projects as needed, including but not limited to, the preparation of reports, meetings and the assembly of documents.
- Attend meetings, conferences and trainings, as needed.
- Conduct outreach to promote the CAP Center programs.
- Provide support to agency-wide projects, as needed.
- Perform other duties as assigned.

#### **Minimum Qualifications:**

##### **Education and Experience**

- Bachelor's degree from a four-year college or university required. Post graduate work preferred.
- Minimum three years of experience working in government affairs, public affairs, legislative/public policy field, or related field.
- Minimum two years of experience working in public health, health and human services, social services, or related consumer-focused field.
- Minimum two years of experience in a management or leadership role.

- Experience with developing and maintaining partnerships with public/private community and collaborative partners required.
- Experience writing, securing, and managing grants.
- Experience developing and managing budgets.
- Experience with and/or knowledge of child abuse prevention, child victim treatment, family strengthening and child welfare fields preferred.
- Demonstrated ability to work with various professional levels, including agency directors, and elected officials.

### **General Knowledge**

- Demonstrated political sophistication and sensitivity to diverse interests.
- Ability to build and nurture collaborations and encourage effective partnerships.
- Knowledge of state and local government functions and legislative processes.
- Ability to design, develop and deliver policy advocacy tools and trainings.
- Working knowledge of media, marketing and advocacy strategies, including online/social media tools and platforms.
- Must be able to read, write, speak and understand the English language.
- Must have excellent writing, editing, and proofreading skills.
- Strong mathematical and budgeting skills.
- Must be proficient in MS Word, MS Excel, Outlook, PowerPoint, web navigation techniques, and database management.
- Knowledge of Visio and Publisher preferred.
- 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.
- Ability to operate office equipment such as fax machine, postage meter, copy machine, etc.
- Excellent critical thinking and problem solving skills.
- Knowledge of family strengthening and parenting education desired.

### **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 and operate with minimal direction and supervision.

## **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, 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 deal with highly emotionally people in a professional and courteous manner.
- Able to communicate in a professional and courteous manner at all times.
- 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 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 develop, plan, and implement short-, mid- and long-range goals.
- 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](mailto:HR@thecapcenter.org)