

EMERGENCY FAMILY ASSISTANCE ASSOCIATION JOB DESCRIPTION

Job Title: Basic Needs Program Manager

Hours of Work: 40 hours per week within the hours of 8:30 - 5:00 M, T, W, F and 9:30- 6:00 Th with some flexibility as determined by the supervisor and employee.

Reports to: Director of Programs

Position Summary

This position's primary responsibility is to lead the selection, training, and supervision of Basic Needs Case Management Program staff and fulfill associated administrative duties. This role oversees the disbursement of a complex \$1M+ budget of direct financial assistance through the management of front-line case managers who meet 1:1 with participants experiencing diverse and dynamic situations.

This person will manage efforts to comply with numerous funding sources such as Boulder County, City of Boulder, Energy Outreach Colorado, EFSP, Hynd and will collaborate with area agencies on service provision. This person also supervises several smaller programs providing ongoing case management around housing and employment, a front desk staff, and volunteers. This person will contribute to the overall development of the organization.

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, timesheets/absence reports, evaluations / quarterly reviews) completed in a timely and accurate manner.

Responsibilities

- Ensure the efficient and effective working operations of the Basic Needs Case Management Program.
- Ensure all policies and procedures are implemented and followed.
- Work with Front Desk Coordinator to train, supervise and evaluate volunteer front desk and intake workers in collaboration with other case management staff.
- Identify and report on unmet needs.
- Oversee the distribution of assistance to participants according to EFAA's policies and procedures.
- Monitor financial reports monthly in collaboration with 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
- 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.

- Conduct and/or secure in-service training sessions
 - Serve as a liaison for satellite agreements as assigned
- Oversee quality and timely data entry into the BCC 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
- Responsible for the tracking and managing of all relevant data metrics for Basic Needs department, including but not limited to, unduplicated households, appointment numbers, appointment wait times, CFSA scores, funds and staff efforts.
- Train interns/volunteers to do merges/simple data clean-up issues and quality corrections.
- Working with the Director of Programs, identify appropriate Satellite Agencies, decide upon level of assistance and reporting requirements, and ensure all contracts are complete and up-to-date.
- Assist staff and volunteers in navigating challenging Basic Needs situations as requested.
- 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.
- Maintain positive working relationships and healthy communications with key partner agencies
- Arrange for coverage of Basic Needs and HSP case managers as needed and provide the coverage, as required; provide coverage as needed
- Represent EFAA in community events, meetings and speaking engagements, as requested.
- Manage EFAA's contract with Boulder County regarding the Housing Stabilization Program, including supervising HSP Case Managers, participating in the Community Housing Resource Panel, and ensuring appropriate referrals.
- 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.

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 experience
- Ability to speak, read, and write Spanish
- Experience working with low-income and ethnically diverse households
- 2+ years as a case manager or 2+ years' experience managing case managers
- Budget management
- Commitment to EFAA's mission and to the principles of diversity, equity and inclusion

Desired:

- Master's Degrees in a related field
- Management and oversight of grants such as EOC, FEMA, etc.
- Knowledge of Boulder County resources
- Public speaking experience
- Experienced in: motivational interviewing, strengths-based case management, trauma-Informed service provision, and de-escalation tactics

Compensation

This is a full-time position (100% FTE) or 40 hours per week. The salary range for this position is \$52,000 - \$60,000. 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". 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, sexual orientation, or any other status protected by applicable state or local law. Currently, due to health guidance, all staff with the exception of essential staff are working remotely. Options of some portion of the job to be performed remotely exist after COVID, but significant on-site presence will be expected.