



COMMUNITY ACTION PROGRAMS MANAGER JOB DESCRIPTION

Reports To: Programs Operations Director
FLSA Status: Exempt

SUMMARY: Implements Community Action Program activities including crisis intervention and direct financial assistance programs, Case Management, Financial Coaching, Volunteer Income Tax Assistance, Holiday and Back to School Programs, I-HELP, Benefits Coordination, TRBA, RISE program, and Home Repair programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Carries out responsibilities in accordance with company policies and procedures and funding and regulatory requirements and in the best interests of the client population.
- Exercises confidentiality, sensitivity, and professionalism and upholds company values and goals.
- Demonstrates continuous effort to improve operations, streamlines work processes, and works cooperatively to provide quality, seamless customer service.
- Provides daily program management of AZCEND's Community Action program activities, including program staff management and evaluation, and program compliance to ensure contract and regulatory compliance and ensures adherence to agency policies and procedures.
- Hires, trains and manages Community Action Program staff.
- Assigns work load duties and coordinates activities of staff in providing services to clients seeking Community Action Program services.
- Responsible for ensuring client files are in compliance with contractual requirements.
- Provides daily management of program budgets, including direct client assistance funds: informs staff of funding availability, and approves program expenditures as authorized.
- Performs, and is knowledgeable about, the client intake process including eligibility criteria, necessary documentation and the application process to assist clients when appropriate and to conduct quality review on staff files.
- Develops and manages financial coaching program, including providing educational opportunities to clients of all AZCEND's programs in a group and individual setting. Provides mentoring to other financial coaching staff and represents AZCEND in associations that promote financial education.
- Trains new employees in areas such as agency policy, departmental procedures, and government regulations.
- Ensure all program reports are completed correctly and submitted as required.
- Participate in new initiatives, program development, marketing and fund raising activities as directed.
- Provides information regarding social services programs and makes referrals to other community services and agencies when needed or requested by clients.
- Provides conflict resolution and problem solving as necessary.
- Promotes family, staff and community involvement with all aspects of the CAP programming.
- Participates in program marketing, outreach, development and fundraising.
- Participates in ensuring programmatic contract compliance with all funding sources.
- Answers telephones, and performs clerical duties, as necessary.
- Provides information requested by AZCEND's management for preparation of reports.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises eligibility specialists, case managers, and volunteers in association with AZCEND's Community Action Programs. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include participating in recruiting and training of volunteers; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE

Bachelor's degree in a behavioral health related field preferred. Minimum of two (2) years program management experience or social work experience and supervisory experience. Knowledge of community resources and counseling/social work practices with high risk populations. Experience working with persons in crisis. Ability to motivate others towards achieving goals. Ability to work independently with strong sense of focus, task-oriented, non-judgmental, open personal qualities, clear sense of boundaries. A strong sense of and respect for confidentiality involving both clients and fellow employees. Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate.

LANGUAGE SKILLS

Good documentation skills. Excellent written and verbal communication skills. Ability to establish rapport. Bilingual (English/Spanish) preferred. Ability to read and comprehend instructions, correspondence and memo. Ability to write correspondence. Ability to effectively present information in one-on-one and group situations to clients, general public, volunteers and employees of the organization. Ability to relate to clients of all economic, social and ethnic groups.

CERTIFICATES, LICENSES, REGISTRATIONS

Must be able to obtain a Level One fingerprint clearance card from DPS and pass a Central Registry background check.