



## **PROGRAM MANAGER OF CLIENT SERVICES**

### **Organization**

Founded in 1970, Sunnyvale Community Services is an independent, nonprofit emergency assistance agency. Our mission is to prevent homelessness and hunger for low-income families and seniors facing temporary crises. We provide financial aid, food, and other support that prevents larger problems with more expensive solutions.

### **Definition**

This position has the overall supervision and responsibility for the Emergency Services/ Casework team at Sunnyvale Community Services.

### **Distinguishing Characteristics:**

Provide leadership and supervision necessary to coordinate a multi-disciplinary Casework team. Enforce and lead successful implementation, coordination and evaluation of services. Ensure that programs are in compliance with funding regulations, goals, and stakeholder expectations. Monitor work performance and complete semi annual staff evaluations, provide efficient scheduling of staff and coordinate training and orientation. The position is also responsible for managing distribution of funds, and ensuring that financial records are complete, thorough and submitted in a timely manner.

### **Essential Functions:**

- Oversee direct supervision to Casework team. Provide regular and appropriate feedback including training, opportunities for professional growth, verbal and written improvement plans when needed, and regular evaluations
- Foster relationships with collaborative community partners
- Assist in developing training materials, assessment tools, job descriptions, and other program processes for the Casework team
- Ensure that caseworkers are completing documentation and assigned duties in timely manner
- Provide support to staff when dealing with clients' crisis
- Facilitate regular team meetings to ensure goals are being met
- Prepare statistical and narrative reports as required
- Coordinate with staff to ensure program reports are drafted and submitted in a timely manner
- Administer Valley Transportation Authority (TAP) program
- Monitor collaboration between Downtown Streets Team and Sunnyvale Community Services
- Oversee other programs that the agency is actively engaged in such as Cold Weather Shelter, Start2Save, CalFresh, Social Services and SALA
- Establish and maintain connections and collaborate with other community agencies
- Assist in emergency crisis interventions as needed

### **Other Functions**

- Participate in regular staff meetings, staff training programs and supervisory meetings
- Adhere to agency policies and procedures
- Other duties as assigned

**Minimum Qualifications**

- Possession of Bachelor's degree in Social Work or related field; Masters in Social Work preferred
- Possession of a valid driver's license and reliable car
- A minimum of 5 years experience working in nonprofit setting
- 3+ years of supervision experience
- Knowledge of community resources
- Ability to multitask in a fast paced environment and work under pressure
- Experience with evidence-based programming with low-income populations; ability to write reports, track, evaluate and present findings
- Superb written and verbal communication skills
- Ability to work in a variety of settings with culturally-diverse families and be culturally sensitive

**Physical Requirements:**

- With or without reasonable accommodation(s), the essential functions of this position require certain physical and mental abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stooping, pushing, pulling, lifting (up to 25 lbs.), typing, writing (in English), reading (English), speaking (English), seeing, hearing, driving, basic mathematical calculations, problem solving, reasoning, composition, and decision-making.

**Working Conditions:**

- The Program Manager of Client Services will work a standard work week of 8:30am-5pm. Occasional evening and weekend work may be required as job duties demand. The Program Manager will work in an office setting with moderate noise level and will be required to travel around the community.

**Salary and Benefits:**

- The salary range is \$65,000 - \$75,000 depending on education and experience.
- We offer a competitive benefits package including medical, dental, vision, vacation, sick time, hospital insurance and life insurance.

Sunnyvale Community Services is an Equal Opportunity Employer.