11/2020

JOB DESCRIPTION

Chippewa Fresh Start (CFS) Program Manager

**TITLE:** Fresh Start Program Manager

**DEPARTMENT:** Housing & Family Services

**SUPERVISOR:** Housing & Family Services Director

**STATUS:** Exempt/Salaried

**LEVEL:** VII

**APPROVED DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CHECK ONE: REVIEWED ON (DATE) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**REVISED ON (DATE) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUMMARY**

**Responsible for** the management and coordination of all aspects of the Fresh Start Program. Provide comprehensive services to at-risk young adults 17-25. Coordinate services for participants with area resources and programs. Provide life skill learning opportunities and educational services to young adults. Supervision of Construction Site Supervisor, Teacher/Transition Coordinator and the Volunteer Coordinator.

**ACKNOWLEDGEMENT**

*This Job Description is intended to be an accurate reflection of the principal elements of the job for which it was written.* ***It should not be construed as a description of all requirements but merely a guideline.*** *It will be updated from time to time to reflect changes and/or additions. One may be required to perform other duties as assigned by a supervisor or management. This job description is not a contract for employment, and either you or Western Dairyland, E.O.C. may terminate employment at any time, for any reason.*

**ESSENTIAL FUNCTIONS**

**DUTIES**

* Program Management
  + Coordinate with community resources (CVTC, probation & parole, school district, etc.)
  + Promote program through public awareness and by attending various professional and community organizational meetings
  + Keep record of all volunteer and in-kind efforts
  + Adhere to grant requirements and performance measures
  + Complete weekly living allowance form and funding hours on a bi-weekly basis
  + Complete monthly, quarterly, and yearly grant reporting (i.e. DOL/YouthBuild, AmeriCorps, etc.)
  + Participant data entry in eGrants, CAP60, & MIS tracking systems
  + Attend all grant required trainings
  + Assist with recruitment, interviewing and selection of all Chippewa Fresh Start participants
  + Work collaboratively with YouthBuild agency partners and other program partners
* Supervision
  + Assist with recruitment, hiring, training, and supervision of CFS staff
  + Conduct CFS staff annual evaluations
  + Develop corrective action plans or administer disciplinary action as needed
* Case Management
  + Provide case management for all participants
  + Train new participants regarding program operations, procedures, policies, duties, and responsibilities with active role in Mental Toughness
  + In coordination with CFS staff, conduct monthly evaluations on all participants
  + Assist participants to set individual goals and implement the Bridge to Self-Sufficiency
  + Assist participants in working through employment barriers
  + Facilitate group program-solving and team building activities
  + Curriculum/program development
  + Assist with the completion of participants community service hours and tracking of appointments (probation, etc)
  + Transport participants when necessary (appointments, school, etc.)
  + Accompany participants on tours, trainings, etc
  + Complete participant monthly follow-up in coordination with teacher/transition coordinator

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential functions.

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| --- | --- | --- | --- | --- |
| **ACTIVITY** | **REGULARLY**  **70-100%** | **OCCASIONALLY 40-70%** | **SELDOM 10-40%** | **NEVER 0-10%** |
| **Standing** |  | **X** |  |  |
| **Sitting** | **X** |  |  |  |
| **Walking** |  | **X** |  |  |
| **Lifting Waist to Over Head (Max 50 lbs)** |  |  | **X** |  |
| **Lifting Floor to Waist (Max 50 lbs)** |  |  | **X** |  |
| **Use of Hands and Fingers** | **X** |  |  |  |
| **Talking** | **X** |  |  |  |
| **Hearing/Listening** | **X** |  |  |  |
| **Vision-Near/Far/Depth Perception** | **X** |  |  |  |

**MENTAL DEMANDS**

The employee in this position must be able to…

* establish and maintain good working relationships with agency partners, clients, and construction contractors
* learn and follow regulations, policies and procedures of Western Dairyland and funding sources
* speak and be understood over the telephone
* be able to solve problems
* handle stressful situations
* have strong written and verbal communication skills
* establish priorities, work independently, and proceed with objectives under minimal supervision
* work productively in an environment with high levels of interruption
* have strong listening skills
* effectively present information and respond to questions from employees and supervisors

**OTHER RESPONSIBILITIES**

* Knowledge of AmeriCorps grant policies and procedures
* Strong ability to develop and maintain cooperative working relationships
* Prepare monthly, quarterly and annual reports
* Attend meetings and training as required
* Other duties as assigned by the Supervisor

**QUALIFICATIONS**

To perform this job successfully, an employee must be able to perform each essential duty satisfactorily and must:

* be able to maintain a high level of confidentiality
* have good computer skills and knowledge of Microsoft programs
* have knowledge of and ability to operate common office equipment
* have excellent verbal and written communication skills
* have excellent problem-solving skills
* be able to make decisions immediately when needed
* have excellent multi-tasking ability
* have excellent listening skills
* be able to make presentations
* be accurate and detail oriented
* have excellent time management and organizational skills

**EDUCATION AND / OR EXPERIENCE**

* BA/BS degree required
* Demonstrated comparable experience managing programs and supervising staff (3-5 years)
* Experience working with low-income clients
* Supervisory experience
* Understanding and experience working with young at-risk adults and issues
* Knowledge of community resources
* Group facilitation skills

**EQUIPMENT SKILLS**

* General office equipment

**LICENSES, CERTIFICATIONS, AUTHORIZATIONS REQUIRED**

* Must have a valid driver’s license
* Must have an insured vehicle
* Must meet Western Dairyland’s insurability requirements and pass FBI Fingerprinting background check

**WORK ENVIRONMENT**

* Work is primarily done in an office environment located in Eau Claire
* Regular travel to the construction site
* Occasional overnight travel is required

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Employee Signature

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Program Director Signature