



IVY HOUSE

JOB TITLE: Program Manager
REPORTS TO: Executive Director
HOURS: 40 hrs/week (including some evenings, weekends, and holidays)

POSITION SUMMARY

The Program Manager oversees the client service programs at Ivy House and acts as Lead Family Advocate. This includes scheduling staff and volunteers to provide childcare and managing staff training requirements. The program manager manages DHS regulations and ensures Ivy House follows all DHS requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide effective and inspiring leadership and stewardship of Ivy House by being actively involved in all programs and services. Implement and lead a continuous quality improvement process throughout program areas, focusing on systems/process improvement. Promote regular and ongoing opportunities for all staff to give feedback on program operations.
- Acts as the Authorized Agent for Ivy House, becoming knowledgeable about DHS licensure and ensuring all regulations are met.
- Partners with the Executive Director to represent Ivy House with external constituency groups, including community, governmental, and private organizations.
- Oversees all aspects of program management, including addressing safety concerns, childcare staffing coverage, staff training, and providing healthy meals.
- Ensures that all program activities operate consistently and ethically within the mission and values of Ivy House.
- Provides programmatic leadership and input for all strategic planning processes with the Executive Director and staff.
- Assists Executive Director in hiring new staff.
- Performs other duties as assigned.

LEAD FAMILY ADVOCATE:

- Conducts family assessments to determine if the family meets criteria for placement.
- Determines family needs and assists in finding resources to meet those needs.
- Provides timely follow up to families.
- Answers the hotline as part of the on-call team.
- Assists childcare staff when needed to provide appropriate care for children.
- Reviews all paperwork to ensure it meets DHS licensing standards.
- Assists people who may be in crisis, providing supportive and caring intervention.

EDUCATION/EXPERIENCE

- Two or more years' experience working with families.
- Associate degree in social service or related field required, Bachelor's degree preferred.
- Experience with managing or assisting management of programs.

SKILLS/KNOWLEDGE/ABILITIES

- Knowledge in family systems and child development.
- Cultural competency.
- Ability to effectively communicate verbally and in writing.
- Ability to exercise assertiveness.
- Strong interpersonal skills.
- Ability to maintain high levels of confidentiality.
- Ability to work as part of a team and provide team leadership.
- Able to work without direct supervision.
- Basic computer skills.
- Ability to manage crisis situations effectively and problem solve.

PHYSICAL DEMANDS

- Required to frequently sit, stand, bend, stoop, and walk, sometimes for extended periods of time.
- Required to lift/move objects weighing in excess of 40 pounds.
- Must have visual, hearing, and learning capabilities sufficient to perform the essential functions defined above.

ENVIRONMENT AND SCHEDULING

- Must have reliable transportation available on a 24-hour basis.
- Must be flexible in training and scheduling work shifts.
- Maintain at least 75% of working time as on-site hours.
- Duties involve contact with parents/guardians and family members who may be experiencing a crisis.

TRAINING

- Trainings as required by DHS.
- Obtain and maintain First Aid and CPR certification.
- Additional 12 hours of executive director approved training annually.

Must have satisfactory completion of DHS background check.