

**Healthy Start Coalition of Hillsborough County
Position Profile**

R 01/25/18

Associate Name: _____

FLSA Status: Exempt

Title: Program Manager, CBFRC

Reports to: Director of Operations

GENERAL SUMMARY: Under the leadership and coaching of the Director of Operations provides program and contract management to the Children’s Board Family Resource Centers (CBFRC).

PRINCIPAL CRITERIA and STANDARDS FOR PERFORMANCE:

- Ensures program adherence to CBFRC policies and procedures necessary to carry out contract objectives and maintain standards.
- Conducts standing CBFRC Partnership and Executive Committee Meetings, informing members of relevant program challenges and opportunities.
- Develops and implements CBFRC programs and various plans.
- Ensures the timely collection, review, analysis and reporting of program data.
- Coordinates communication and information sharing between the Centers, committees, and partner agencies.
- Supervises Center Managers on a bi-weekly basis to ensure program fidelity and offer technical assistance and support.
- Responsible for provider contract reports, data and matrix updates to the Children’s Board.
- Attends Center staff meetings on a quarterly basis and offers support and technical assistance.
- Assists with the documentation of meetings.
- Represents the CBFRCs in the community and develops community partnerships.
- Works with QA/QI Manager to support Center QA/QI efforts.
- Monitors program budgets, contract requirements and programmatic outcomes.
- Oversees Center operations including monitoring use of facility agreements, facility maintenance and addressing center complaints.
- Responsible for the monitoring and training of standards of family support and serves as the liaison for the National Family Support Network.
- Assists with the development of newsletters, brochures, and other collateral material.
- Assists in development the Family Community Advisory Councils in each Center and attends meeting at least once per month.
- Supervises CBFRC staff.
- Assists with grant writing efforts.
- Other tasks as requested.

KNOWLEDGE, SPECIAL SKILLS, and PHYSICAL REQUIREMENTS:

- Knowledgeable in Family Support model
- Bachelor’s degree (Master’s degree preferred) in social services or other related field plus five years of experience in a social service agency
- Grant/Professional writing experience
- Contract and fiscal management experience
- Proficient in Microsoft: Word, Excel, Outlook
- Excellent written and verbal communication skills

SERVICE EXCELLENCE STANDARDS:

- Function as an effective team member in accordance with program and agency policy & procedures.
- Demonstrates professionalism in dealing proactively with families, stakeholders, providers, the Board and general public.

ACKNOWLEDGEMENT:

I have read, understand, and agree to all duties and responsibilities of this position.

Associate’s Signature

Date

Manager’s Signature

Date