



**TITLE:** Re-entry and Reunification Support Services Program Manager

**REPORTS TO:** Passage Point Director

**LOCATION:** Passage Point, 15900 227<sup>th</sup> Ave. SE, Maple Valley, WA

**POSTING DATE:** February 26, 2018

**DESCRIPTION:**

The Program Manager will provide technical assistance, supervision and support for the Life Coaches and the children's advocate who work with parents transitioning from incarceration with the desire to reunite with their children. They will also be responsible for the coordination of additional support services such as employment, support groups, life skills, etc. necessary to assist families with their identified goals. Passage Point supportive housing is a part of the Specialized and Integrated Services Division. This Division has a reputation in the community for providing culturally competent services with particular emphasis on serving homeless and low-income families and individuals.

This position has a social justice component that requires critical thinking through the lens of racism and intersections with poverty. Knowing the core principals of antiracism and grounding those principles in everyday work are required job skills and core values. As an equal opportunity employer, we highly encourage people of color to apply.

**RESPONSIBILITIES:**

Supervision

- Hires, supervises, trains and evaluates direct service positions in accordance with YWCA policies and goals
- Coaches staff in career development and goal setting
- Provide adequate opportunities for direct reports to receive volunteer management training as needed per job descriptions.
- Coach and mentor direct reports to provide culturally relevant conflict resolution and problem solving strategies.
- Conducts weekly Life Coach meeting.
- Coordinates and secures resources and training for staff to effectively carry out job responsibilities

Data Management

- Monitors progress toward contract goals and is responsible for program outcomes

- Responsible for staying in Compliance with HMIS and KCHA
- Responsible for monitoring and maintaining up to date client track
- Compiles statistics and generates reports as required
- Ensures that program expenses are within budget

### Program Management

- Fosters and coordinates quality programming and services to meet the needs of recently released, homeless and low-income parents and their children.
- Acts as first line in handling client complaints in a fair and equitable manner under established procedures
- Participates in and occasionally conducts resident meetings for quality control and effective communication between staff and residents.
- Develops resident council in conjunction with Race and Social Justice staff
- Staffs resident council groups once established
- Coordinates with all YWCA departments including Specialized & Integrated Services in order to offer residents variety of services and opportunities
- Takes the lead when necessary in crisis situations and on-call for emergencies
- Maintains effective working relationships with other service providers, funders and the community
- Represents the YWCA to the community (i.e. public speaking, tours)
- Must be able to drive the Van when needed
- Incorporate the YWCA's Social Justice Initiative by understanding how racism, sexism, classism and other oppressions intersect and are embedded in institutions.
- Continue search for understanding of racial, gender and class equity.
- Adhere to all Volunteer Services protocol relative to volunteer usage, recognition and monitoring.
- Assure that clients, residents, staff, volunteers and community partners are treated with respect and dignity regardless of race, ethnic background, gender or socioeconomic background.

### **QUALIFICATIONS & CORE COMPETENCIES:**

- A Bachelor's degree plus two years of social service experience working with women leaving correctional systems and or homeless women and children and or children reunification work; any combination of equivalent experience and education will be considered.
- At least 1 year supervisory experience
- Strong oral and written communication, organizational and record-keeping skills
- Computer skills, including intermediate level abilities in Microsoft Word, Excel and email
- Knowledge of trauma informed services model and approaches to implementation.
- Knowledge of and strong commitment to diversity and anti-racism policy

- Understands institutional barriers based in race, gender and poverty that face women and families, and encourages action to eradicate those barriers
- Experience working with Incarcerated and formerly incarcerated individuals
- Experience working with children in foster care and child welfare casework
- Strong connections to reentry community, treatment facilities, CPS and other community based agencies
- Must have a valid Washington State Driver's License and valid insurance
- Experience working with communities of color and people from different cultures than your own.
- Demonstrated understanding of the intersection of racism and poverty
- Core Competencies Expected: Coaching; Analytical Thinking; Discernment/Judgment; Problem Solving; Fostering Diversity; Race & Social Justice Advocacy; Initiative; Team Leadership

**PHYSICAL DEMANDS OF THIS POSITION:** The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In performing this position, the employee:

- Must be able to bend and stretch and be able to lift items up to 20 pounds
- Continuously uses hands and wrists, fingering, handling, grasping and reaching in using telephones, computers, fax machines and other office equipment and supplies
- Frequently uses speech, hearing, and sight abilities in exchanging information with clients, agency staff, employers, representatives of community organizations and other individuals in the community
- Occasionally sits for extended periods while performing desktop activities
- Occasionally stands and walks in performing duties in the office and in traveling to off-site meetings
- Indoor office environment
- Occasional local travel to multiple locations for off-site meetings

\*Continuously = Over 80% of the time \* Frequently = 20-80% \* Occasionally = Under 20%

**HOURS, RATE, & BENEFITS:**

- Hourly rate: \$22.83 - \$24.50, DOE. Pay grade: 34
- Full-time, 40 hours per week, Monday through Friday, typically 9am - 5:30pm; occasional evening, weekend, and holiday hours may be required
- FLSA Classification: Exempt
- Excellent benefits package including medical insurance, retirement plan, plus generous vacation, holiday and sick leave plans

- At the time of hire, employees may choose to voluntarily enroll in the Fidelity 403b Plan. Typically after two years of employment, employees are eligible to participate in the YWCA Retirement Fund.

**TO APPLY:** Please email your resume and cover letter to [lphiring@ywcaworks.org](mailto:lphiring@ywcaworks.org). Please include where you found this posting in your application (HR purposes only).

**CLOSING DATE:** Open until filled.

YWCA Seattle|King|Snohomish is an Equal Opportunity Employer