YOUTH AND FAMILY SERVICES PROGRAM MANAGER

DEFINITION
Under general supervision of the Community and Recreation Services Director, the Youth & Family Services (YFS) Program Manager administers and manages the Youth and Family Services Division (YFSD) of the Leisure Services Department for the City of Union City. YFSD programs include the Youth Violence Prevention Program based on the CeaseFire program model, youth employment services, street outreach, case management, individual and family counseling, parent education, and call-out crisis counseling. Manages and prepares grant proposals, budget and performance reports for federal, state and local funding, and prepares program performance and other reports as required by the City. The YFS Manager must be available to work occasional weekends and evenings as required.

EXAMPLES OF DUTIES
The YFS Program Manager duties may include, but are not limited to:

- Manages and implements a coordinated, Citywide strategy to combat youth violence, involving multiple agencies and stakeholders
- Provides overall technical and management direction/coordination to personnel in assigned area of responsibility.
- Works collaboratively with non-profit organizations, private organizations, community members and other stakeholders including County and State level regional bodies and taskforces to build partnerships and coalitions to increase the effectiveness and efficiency of programs and service delivery methods.
- Manages, trains, motivates and evaluates assigned staff.
- Evaluates training needs and provides for in service training for all program staff.
- Develops and integrates new programs into division/department administrative structure and service delivery system.
- Manages delivery of crisis intervention services to youth, families and individuals and couples in crises including but not limited to: incorrigible youth, dependent children, homeless support and shelter, sustenance and nutrition support, certain status offenders, victims of child/adult abuse, domestic violence, and individuals experiencing mental health, substance abuse and geriatric issues.
Conducts assessments of youth, individuals and families to identify appropriate resources and provide referral services (secondary duty).

Provides direct services to youth, families, and individuals. Responds to family dispute calls and other in-field emergency situations upon request.

Maintains records and prepares periodic (monthly, quarterly, and as required) reports on program effectiveness, including statistical analyses and performance reports.

Develops, implements and maintains a comprehensive grants management strategy (in the area of private and public grants), including: identifying fundable projects and funding sources; creating grant development resources; and writing effective and persuasive proposals to secure funding to support City projects, programs and activities;

Manages and prepares grant proposals, budget and performance reports for federal, state and local funding, and prepares program performance and other reports as required by the City.

Prepares, reviews and evaluates grant application package documents to ensure compliance with grantor and program requirements.

Creates and maintains required reporting to funding sources on the status of projects and the appropriation and use of funds.

Coordinates with Accounting to ensure timely and accurate use and reporting of grant funds consistent with purpose(s) outlined by the funding source, and communication of proposed variances to use of funds as necessary.

Certifies intern work hours and professional services rendered.

Makes public presentations of youth violence prevention and other service programs.

Provides departmental liaison with community social and mental health agencies, local law enforcement and criminal justice agencies, the faith community, community organizations and non-profit organizations, the school district and others to adequately assess and represent community needs.

Participates in departmental and community meetings as necessary.

QUALIFICATIONS

Knowledge, Abilities and Skills

Familiarity with the CeaseFire model of youth violence prevention, including street outreach, employment, law enforcement components.

Working knowledge of evaluation and use of data to inform strategy building.

Knowledge of the theories and principles of human development, particularly child and youth development.
Knowledge of grant processes and practices, including funding sources.

Knowledge of principles and techniques of crisis intervention and family therapy, which includes interviewing techniques and treatment modalities.

Knowledge of social service delivery, intake and screening procedures, issues of client confidentiality and models of interagency collaboration;

Knowledge of legal and ethical issues in mental health and social services work.

Knowledge of child abuse trends, treatment, and reporting requirements.

Knowledge of community resources in youth violence prevention and intervention, mental health and human services areas.

Ability to supervise, manage, motivate and lead program staff.

Ability to plan, organize and manage service delivery of multiple social service programs

Ability to perform crisis intervention dealing with problems of a psychiatric or crisis nature.

Ability to facilitate the development of effective and productive relationships with at-risk and/or aggressive youth and their families with diverse racial, ethnic, cultural and sexual orientation backgrounds.

Ability to work independently to make sound decisions and remain focused under stressful conditions.

Ability to establish cooperative working relationships with law enforcement (police, probation and parole), community leaders (faith leaders, residents, ex-offenders), outreach workers, school district personnel, service providers and other stakeholders in a variety of settings.

Ability to facilitate working group meetings (listening, building consensus, managing groups to action, recording)

Ability to communicate effectively both orally and in written form.

Ability to analyze and produce statistical reports and maintain records as necessary.

Ability to work evenings, weekends and respond to emergency (crisis) call-outs as needed.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience – Minimum of five years at a managerial and/or supervisory level with programs providing health and/or human services which includes experience in strategic or long-range
planning, program planning and grant proposal writing. Experience with programs dealing with youth violence prevention and intervention is highly desirable.

Education – Graduation from an accredited college with a Bachelor’s Degree in Social Work, Psychology, Human Development, Social Sciences, Criminal Justice or a closely related field.

**License or Certificate**
Possess and maintain a valid California Driver’s License with a satisfactory driving record.

TB test and background checking, which may include Livescan fingerprinting is required.

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