



JOB TITLE: Program Manager
DEPARTMENT: African American Family & Cultural Center
REVISION DATE: June 2021
HOURS: Full Time
FLSA STATUS: Non-Exempt
EMPLOYMENT: At-Will/Regular
REPORTS TO: AAFCC Director
WORKS WITH: AAFCC, Community Residents, Local & County Agencies
SUPERVISES: Peer Mentors

POSITION DESCRIPTION:

BASIC PURPOSE:

A Program Manager is to undertake a wide variety of administrative and program management tasks. This position will be responsible for planning and organizing programs and activities. A superb Program Manager is detail-oriented, well-organized and comfortable working with a variety of diverse colleagues.

This individual will be responsible for the direct and indirect management of other employees. People management experience is critical to this role. Clear and effective communication will be instrumental in a candidate's success.

The ultimate goal is to facilitate the efficient management of programs and activities in alignment with the existing organizational standards.

WORKING RELATIONSHIPS:

Internal Relationships: AAFCC.

External Relationships: Community Members, Local & County Agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Support in planning and coordination of the programs and its activities.
- Implementation of policies and procedures.
- Maintenance of the budget.
- Managing media relations including Social Media.
- Assistance in building positive relationships with internal and external parties.
- Scheduling and organizing efficient meetings and events.
- Ensure the most effective and correct use of available technology.
- Timely completion of all documentation.
- Support growth and program development.
- Determine and define project scope and objectives

- Predict resources needed to reach objectives and manage resources in an effective and efficient manner
- Prepare budget based on scope of work and resource requirements
- Track project costs in order to meet budget
- Develop and manage a detailed project schedule and work plan
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
- Utilize industry best practices, techniques, and standards throughout entire project execution
- Monitor progress and make adjustments as needed
- Measure project performance to identify areas for improvement
- Maintain professionalism in line with AAFCC policies and standards.
- Work closely with existing prevention, treatment, and recovery resources to make those services more accessible and culturally appropriate for Southside Residents.
- Initiate, coordinate, and participate in a variety of African American activities and events. These may include:
 - ✓ An African American Film Festival;
 - ✓ African American History and Culture Book Clubs;
 - ✓ Improvement of Mental Well Being through Art, including dance, drumming, creative movement, poetry, and creative writing;
 - ✓ Development and celebration of African American holidays, such as a Juneteenth African American Independence Day festival;
 - ✓ An annual talent show.
- Conduct community outreach programs, workshops and discussion groups to promote health education, risk reduction and healthy behavior, and to educate regarding mental health disorders, and drug and alcohol issues; organize and participate in community events.
- Distribute informational brochures and other materials to the public, students, community health programs and support groups; select and order informational and educational literature for the AAFCC
- Coordinate and facilitate youth activities and mental health awareness programs; provide a safe learning environment for adolescents; present crime, drug, alcohol and tobacco prevention programs; provide opportunities for youth leadership, advocacy and community involvement.
- Compile, update, and maintain a variety of files, records, statistical information, and other documents; gather and compile data for management reports; maintain appropriate records and prepare reports as directed.
- Refer clients to professional counseling when appropriate.
- Ensure that activities and events are designed to reach a variety of community members, including families, youth, elders, parents, single adults, etc.
- Provide outreach and marketing regarding all AAFCC activities and events to the Southside community and to all surrounding communities.
- Develop strong relationships with local and area media outlets to help promote Southside and AAFCC events.
- With the AAFCC's Director, and other AAFCC staff develop brochures, pamphlets, PSAs, and websites to promote the AAFCC and other Southside activities and programs.

- Interact and provide services to clients in a manner consistent with the Mental Health Recovery Model and its principles which are: community collaboration, cultural competence, client/family driven mental health system and systems of care, wellness focus, including the concepts of recovery and resilience, integrated service experiences for clients and their families.
- May provide casework services to at-risk, mentally ill, and substance abuse clients; may provide case management services to clients, families and significant others.
- Adhere to the standards of the Privacy Act of 1974, {U.S.C. § 552A} as amended; the Health Insurance Portability and Accountability Act (HIPAA) of 1996 (Public Law 104-191) maintains and enforces all aspects of confidentiality of client information.
- If appropriate, be able to provide billable MediCal services.
- Attend and actively participate in staff meetings and other meetings as necessary.
- Perform other duties and special projects as assigned.
- Regular attendance.
- Supervise outreach workers as needed

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

EDUCATION and/or EXPERIENCE:

- Bachelor's degree in Computer Science, Business or a related field preferred;
- Project Management Profession (PMP) certification preferred

OR

- 3-5 years of project management experience;
AND
- Two (2) years behavioral or social services counseling experience, or an equivalent combination of education and experience. A Bachelor's degree may be substituted for the required two (2) years' experience.

SKILLS and KNOWLEDGE:

- Proven ability to solve problems creatively
- Strong familiarity with project management software tools, methodologies, and best practices
- Experience seeing projects through the full life cycle
- Excellent analytical skills
- Strong interpersonal skills and extremely resourceful
- Proven ability to complete projects according to outlined scope, budget, and timeline
- Knowledge of prevention and intervention strategies of mental health issues.
- Knowledge of prevention and intervention strategies for alcohol and drug issues.
- Knowledge of counseling techniques and procedures, and professional rules of conduct.
- Knowledge of community service agencies and other governmental assistance programs.
- Knowledge of county, state and federal statutes, rules, ordinances, codes and regulations.
- Knowledge of county and department policies and procedures.

- Knowledge of the principles and practices of file and records management.
- Skill in presenting alcohol, drug, and mental health information to juveniles, adults and the general public.
- Skill in interacting with people of different social, economic and ethnic backgrounds.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in working within deadlines to complete projects and assignments.
- Skill in establishing and maintaining effective working relations with co-workers, community members, and representatives from other agencies.
- Skill in operating a personal computer utilizing a variety of software.

LANGUAGE ABILITY:

Ability to read and interpret documents. Ability to comprehend written and oral instructions. Ability to write reports and general business correspondence. Ability to effectively present information and respond to questions from co-workers, managers, clients, and the general public. Ability to speak effectively and clearly while on the telephone.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written and oral form.

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 individuals with disabilities to perform the essential functions.

The following lists physical demands an employee will perform on a regular basis:

- | | |
|----------------------------|---------------------------|
| Sitting | Reach with hands and arms |
| Walking | Talking and/or hearing |
| Viewing a computer monitor | Twisting |
| Keyboarding/Typing | On the phone |
| Reading | |

The following lists physical demands an employee may perform on an occasional basis:

- Standing
- Stoop, kneel crouch or crawl
- Handwriting
- Lifting (average weight 25 lbs.)

80% duties are performed inside with climate control.

This position regularly requires being able to work at close vision (clear vision at 20 inches or less); distance vision (clear at more than 20 feet).

The typical noise level in the work environment of this position is of moderate notice. On occasion, you may be subject to a loud noise level from the accumulation of activity in the lobby area. Ability for auditory distinction during load peak times.

TRANSPORTATION:

If use of your personal vehicle is necessary for AAFCC business, you will be responsible for keeping a mileage record and submitting it to your supervisor for reimbursement. Proof of current liability insurance on your personal vehicle must be provided at time of employment and when it expires. Personal vehicle insurance is the primary coverage in case you are in an accident in your vehicle while on business for AAFCC.

WORK ENVIRONMENT – SOCIAL

Employee shall work in a non-hostile work environment. The employee is expected not to engage in any activity that unreasonably interferes with performance of any other employee, such as sexual harassment, unlawful discrimination or any other behavior that unduly demeans or intimidates another employee.

As an essential function of this position, the employee must have the ability to work with a manipulative and clinically challenging client population; must be able to maintain professional composure and effectiveness. The employee must be able to handle levels of stress satisfactorily and be congenial with other employees, clients, community and vendors at all times.

PRE-EMPLOYMENT REQUIREMENT

Any offer of employment is contingent upon taking and passing a health screening/TB test. The examination assesses a candidate's ability to meet the physical demands of the position with or without accommodation in accordance with applicable statutes for applicants with disabilities. Any offer of employment is also contingent upon taking and successfully passing a criminal background investigation (fingerprinting/livescan); the guidelines set forth by the Department of Justice in accordance with the State's Penal Code Section 11105.2. Applicants are encouraged to disclose and discuss their arrest history, if any, in regards to any offense that resulted in a lawful conviction. Reasonable consideration will be given where applicants can demonstrate a consistent period of rehabilitation of not less than five (5) years. The AAFCC Mental Health Coordinator will be required to undergo a fingerprint / live scan criminal history screening which will also be considered during the hiring process.

In addition, any offer of employment is contingent upon CPR & First Aid certification and having a DMV record that passes the criteria from the Agency's insurance carrier, providing any necessary State License, Credential or Degree and receiving good valid reports on reference checks.

Applicants who refuse to submit to testing or who do not pass all tests or provide required documents, will not be hired or retained in employment.

By signing this form regarding the job description outlined above, I am stating that I am able to perform the duties as outlined including the physical demands and required hours.

Employee Name (Print)

Employee Signature

Date: