



PARENT GROUP PROGRAM AND INTAKE MANAGER

POSITION SUMMARY

This is a full time (40 hours per week), non-exempt, grant funded position and encompasses two roles:

Parent Group Program Manager

The Parent Group Program Manager is responsible for providing ongoing, intensive, and professional supervision to the Group Services program staff and volunteers. The Program Manager provides weekly reflective and administrative supervision to staff and intern Parent Group Facilitators, and is also available for consultation in case of crisis during service delivery. The Program Manager trains facilitators in, and oversees the development and implementation of, service delivery strategies aimed at fostering participants' parenting capacity, increasing social support, connecting families to resources and providing a safe group environment- ultimately supporting program outcomes. The Program Manager is also responsible for the oversight and logistics of all community partner sites where group meetings are held, including working with volunteer site coordinators as well as supervision and training of all volunteer child care workers. The Program Manager is responsible for programmatic reporting, documentation of services, program planning, and the development of new program incentives. Leadership is aimed toward assuring quality of services, innovating new engagement and service delivery strategies, implementing best practice standards, fulfilling funding requirements, and protecting the integrity and respect of the adolescent families served. The Program Manager also represents the agency at site visits and community meetings as directed.

Program Intake

This role is responsible for processing all incoming referrals, including initiating contact, completing intake screenings to determine eligibility for services, tracking and documentation, and sharing referrals with managers to begin program specific outreach. This position is also responsible for providing appropriate community resources and making follow-up referrals to outside agencies for families who are not eligible for Teen Parent Connection's programs. In addition, this position is responsible for building and stewarding relationships with local hospitals, public health centers, doctor's offices/midwives, schools, and other community agencies in order to obtain referrals.

JOB RELATIONSHIPS:

- Reports directly to the Director of Program Operations.
- Participates in all agency staff meetings, management team meetings, and other meetings as assigned.
- Supervises Parent Group Program staff, interns, and volunteers.

ESSENTIAL FUNCTIONS:

Parent Group Program Manager

- Provides weekly reflective and administrative supervision to program staff and interns, in accordance with agency, funder, and host university standards.
- Able to perform the functions of a Parent Group Facilitator (PGF) and serves as back-up facilitator as needed.

- Available to provide consultation, via phone, when group services are being delivered in the field, and provides leadership to group services team and site volunteers when crisis management and/or problem solving are necessary.
- Assures timely completion of intake, assessment, attendance logs, group session reviews and other materials as required.
- Collects and interprets data related to program outcomes, including engagement and curriculum efficacy targets.
- Maintains programmatic administration and documentation of services.
- Submits monthly, quarterly and annual reports in a timely manner and in accordance with all deadlines, in compliance with funder guidelines and as requested by the Director of Program Operations.
- Maintains relationships with funding partners through compliance with administrative processes and regular communication.
- Oversees compliance with all agency and funder training requirements.
- Supervises and coordinates with site coordinators, childcare workers, and other volunteers.
- Works cooperatively, collaboratively, and effectively with other members of agency management team.
- Recruits, evaluates, and supports group interns in order foster professional growth and achieve programmatic goals.
- Ensures that all program staff, interns, and volunteers complete all appropriate training, as required by funding partners and in accordance with the needs of the program and of participant families.
- Assures that each individual in the group environment is informed on the specific needs of the site location through regular communication.
- Effectively and regularly communicates with the Director of Program Operations regarding program numbers, outcomes, cases of abuse and neglect and general programmatic updates.
- Develops and implements program outreach plan and process.

Program Intake

- Initiates contact with all new referrals within 2 business days to begin intake process and determine eligibility for services.
- Responsible for ongoing and timely follow-up with all incoming referrals in compliance with agency intake policies and protocols.
- Assures that all screening and referral data is entered accurately into Referral Tracking Database; submit screenings in timely manner to program managers.
- Makes additional referrals as needed and provide community resource information to families that are referred to Teen Parent Connection services.
- Submits monthly, quarterly and annual reports in a timely manner and in accordance with all deadlines, in compliance with funder guidelines and as requested by the Director of Program Operations.
- Educates community partners about TPC's intake process and eligibility requirements.
- Builds and stewards relationships within the community that will help generate referrals.
- Maintains regular communication with partner agencies and providers regarding referrals.
- Reviews community intake/referral process quarterly for continuous quality assurance.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Demonstrated skills and experience in group facilitation, and familiarity with peer support models and parental support services. Experience working with adolescents strongly preferred.
- Strong leadership skills and supervisory/management experience.
- Able to provide reflective and administrative supervision to individuals who have a variety of experience levels.
- Non-judgmental, strengths-based, solutions-focused, collaborative, and supportive approach with diverse groups including co-workers, direct reports, clients, volunteers, board members, funders, and community members.
- Able to communicate clearly, effectively, and professionally with a variety of audiences.

- Resourcefulness, creativity, and strong problem-solving skills.
- Able to apply best practice, mandated reporting, liability and procedural considerations to crisis situations.
- Excellent organization and time management skills, with demonstrated ability to develop and supervise these skills in others.
- Excellent follow-through and responsiveness, with demonstrated ability to meet deadlines.
- Able to work with flexibility, adapt to change, and prioritize appropriately to handle multiple tasks.
- Intermediate proficiency in Microsoft software applications (Excel, Access, Word, Outlook, etc.). Data entry and analysis experience strongly preferred.
- Able to maintain strict confidentiality of the clients served by Teen Parent Connection.
- Must have dependable transportation, valid driver's license, and proof of auto insurance.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment, in close proximity to other workers. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes. Incumbent must be able to see and hear in the normal range with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must be able to work occasional weekends and/or evenings at Group site locations throughout DuPage County.

- Ability to drive a car (does not include transportation of clients).
- Ability to climb stairs and ambulate in and out of Group site locations in all weather, as needed.
- Ability to learn and communicate training and curriculum materials via written, verbal, and visual methods.
- Ability to lift and carry up to 25lbs.

EDUCATION AND EXPERIENCE

Bachelor's degree in social work or associated field required, master's in social work strongly preferred. Minimum of 4 years' professional experience.

Teen Parent Connection is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Position is hourly with annual salary range of \$40,000 to \$43,000, depending on experience and qualifications.

To apply, please email letter of interest and resume to missyc@teenparentconnection.org