Teen Parent Connection
parenting · prevention · empowerment

PARENT GROUP PROGRAM MANAGER

POSITION SUMMARY

The Parent Group Program Manager (PGPM) is responsible for the management of the Young Parent Groups program, and provides ongoing and professional supervision to all program staff, interns, and volunteers. The PGPM 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. Working with the Director of Program Operations, The PGPM develops program plans aimed at achieving outlined outcome objectives, implements quality assurance plans, coordinates the referral to and transition of participants to both internal and external programs and services, monitors the performance of program staff and interns, and maintains data collection systems and processes to support program outcome reporting. The PGPM provides weekly reflective and administrative supervision to staff and intern Parent Group Facilitators, and is available for consultation in case of crisis during service delivery. Responsibilities include 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 PGPM is also a trained Parent Group Facilitator and delivers direct services to program participants as needed. The PGPM is responsible for the coordination of community outreach activities, and represents the agency at site visits and community meetings as directed. 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. This is a full time (40 hours per week), non-exempt, grant funded position.

JOB RELATIONSHIPS:

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

ESSENTIAL FUNCTIONS:

- 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 program 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.
- Supervises and coordinates with site coordinators, childcare workers, and other volunteers.
- Recruits, evaluates, and supports interns and volunteers to 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.
- Implements community outreach on behalf of agency in collaboration with Director of Program Operations and management team.
- Represents the agency at site visits and community meetings as directed.

- Develops and implements program outreach plan and process.
- Maintains relationships with funders to ensure compliance with all requirements, best practices, etc.
- Works cooperatively, collaboratively, and effectively with other members of agency management team, Infant Mental Health Consultant, and Clinical Supervisor.
- Effectively and regularly communicates with the Director of Program Operations regarding program numbers, outcomes, cases of abuse and neglect and general programmatic updates.
- Other duties as assigned.

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.
- 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 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 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 30lbs.

EDUCATION AND EXPERIENCE

Bachelor's degree in early childhood development, education, public health, social work or related field strongly preferred. Master's degree in social work is a plus. Equivalent work experience in relevant area(s) may be considered. Minimum of four (4) years of 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 non-exempt with a rate of $23.07 to $24.75 per hour, depending on experience and qualifications.

To apply, please email letter of interest and resumé to hiring@teenparentconnection.org