



JOB ANNOUNCEMENT:

West Sacramento Family Resource Center Assistant Manager

Salary: Full-Time, \$45,000-\$50,000 annual salary with competitive benefits package

SUMMARY

The West Sacramento Family Resource Center (WSFRC) Assistant Manager supervises the day to day work of Family Resource Center staff and manages Family Resource Center operations. Working with the Family Resource Center Manager and lead staff, the Assistant Manager plans, implements, and evaluates the activities of the Family Resource Center in order to meet program goals.

The successful candidate must be able to effectively oversee daily operations and work production, and have the ability to advise, coach, and mentor staff as well as recognize areas for improvement and encourage positive work behavior to meet outcome objectives.

The WSFRC Assistant Manager will lead YCCA's CalFresh outreach and enrollment program. The goal of this program is to significantly increase the number of eligible Yolo County families who are enrolled in CalFresh. The successful candidate will be or become an expert on CalFresh with the ability collaborate with partners county-wide as well as motivate and guide staff to increase the number of Yolo County residents enrolled in the program.

The WSFRC Assistant Manager will provide supervisory support to YCCA's Visitation Monitors, in support of our collaborative Supervised Visitation work with Yolo County Child Welfare Services.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide leadership to YCCA's West Sacramento Family Resource Center team, YCCA's CalFresh program, YCCA's Supervised Visitation program.
- Work with Grants & Contracts Manager and Finance Manager to ensure thorough and accurate tracking of program activities, deliverables, and costs.
- Help track activities and outcomes and write reports to funders.

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- Supervise Community Resource Specialists and support them in achieving program and contract goals.
- Develop, mentor, evaluate, and retain reliable, qualified staff.
- Train and support staff in program areas related to scopes of work, customer service, best practices of family resource centers, professional boundaries, confidentiality, internal administrative procedures, and data tracking, etc.
- Ensure YCCA staff stay current and well-trained on CalFresh, Medi-Cal & Covered California rules, regulations, and enrollment and retention procedures so that they can provide the most efficient and helpful service possible.
- As needed, provide direct CalFresh enrollment assistance to clients.
- Work with Management staff and Grant Writers to develop funding proposals.
- Assist with policy development.
- Represent and advocate for the target populations we serve locally, regionally and statewide.
- Stay abreast of state, local, and national policies, procedures, and regulations related to the services we provide and related to the populations we serve.
- Speak publicly and make presentations.
- Other duties as needed.

ESSENTIAL QUALIFICATIONS

- Able to deal with difficult and unexpected situations in a professional manner, quickly and as they come up.
- Exemplary interpersonal skills and ability to work cooperatively and in a supportive manner within an interdisciplinary team, and culturally diverse populations
- Strong and effective verbal and written communication skills to multi-lingual and multi- level audiences, for example direct service staff, management staff,



board members, customers/clients, other community-based organizations and agencies, local businesses

- Exemplary customer service skills and ability to train and ensure exemplary customer service skills from all staff. Consistently demonstrate professionalism, poise, tact, and diplomacy in interactions with others including in confidential or sensitive situations.
- Demonstrates good judgment, organization and prioritization skills, and time management skills.
- Proven leadership with staff, projects, and subcontract management.
- Strategic thinking abilities and analytical skills.
- Self-motivated and able to work with interruptions.
- Excellent organizational skills with the ability to prioritize assignments.
- Knowledgeable about Yolo County, the people, and its community organizations, government agencies, and businesses.
- Speak effectively in large and small group settings.
- Occasionally required to stoop, kneel, climb and lift up to 25 pounds.
- Flexible to organization's needs, including occasional night and weekend work.
- Able to travel within the community (e.g. outreach events, meetings, etc.) as well as regionally, and nationally as needed.
- Possess valid driver's license, valid vehicle insurance, and dependable automobile.
- Must be fingerprinted and drug screened.
- Sense of humor and community responsibility

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EDUCATIONAL AND WORK EXPERIENCE REQUIREMENTS:

- A Bachelor's degree in related field
- Three or more years of successful supervision and program management work experience, including tracking activities and outcomes and writing reports
- Three or more years of successful experience leading, managing and motivating teams in a service program environment
- Proficient with Microsoft Office applications, including Word, Excel, Outlook, and PowerPoint. Database experience a plus

APPLICATION INFORMATION AND CLOSING DATE:

Please email 1) cover letter 2) YCCA Application 3) resume

yccajobs@gmail.com; "WSFRC Assistant Manager" in subject line

Closing date is 4:00 pm on Friday, December 8th, 2017. All three documents must be received by the closing date to be considered.

YCCA Application can be found at: <https://www.yolokids.org/career-opportunities>

YCCA is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability or veteran status. If you need assistance or accommodation during the application process because of a disability, it is available upon request. Yolo County Children's Alliance is pleased to provide such assistance, and no applicant will be penalized as a result of such arequest.