

## Senior Program Manager, Family Services Job Description

### Position Overview:

Horizons for Youth relies on Senior Program Managers to provide high-touch support for families. As the primary relationship manager, the Senior Program Manager, Family Services is responsible for all aspects of the organization's relationship with the students, their parents, schools and teachers.

This Senior Program Manager is responsible for managing a portfolio of **35-45 K-8th** grade students and their families. This will include regular communication with families, academic and social support, as well as developing and maintaining partnerships. The Senior Program Manager, Family Services is a member of the program team collaborating to ensure high quality programming is being delivered for all students.

This is a full-time position (40 hours a week). Some evening and weekend hours are required (on average one Saturday a month and one evening per week). The position includes paid vacation, health, dental, and life insurance benefits, with 100% of employee premiums paid by Horizons for Youth

### Primary Objectives & Related Responsibilities:

1. **Family Relations (40%):** Foster strong, trusting relationships with parents or guardians and work alongside families regarding successes and challenges, at home or in school.
  - Act as the primary case manager contact for Horizons for Youth parents in communicating programming events/requirements, resources and ensuring their fulfillment of the parent contract.
  - Refer families to opportunities for customized support and referrals.
  - Assist in the recruitment, intake, and interviews of new families during the Family Selection Process.
  - Track family needs and demographic information in Salesforce database.
  - Assist in creation of budget and manage budgets for programs or events you lead and track ongoing expenditures
  - Lead Horizons for Youth Family Services Program which entails:
    - Family Support Program:
      - Update annual resource guide for parents, manage annual parent paperwork for sharing their needs and application process for emergency grants.
      - Manage portfolio process for partnerships that support family needs.
      - Lead monthly Family Services meetings with fellow team members.
    - Translation: Manage hourly translation contractor (timesheets, communication, assignments) and translation strategy.
    - Parent Engagement Opportunities- lead plan, purpose, process and schedule for Parent Cafes, Workshops, Parent Parties.
  - Lead communication strategy with families and monthly newsletter communication process.

**2. Academic Monitoring and Social Support (50%):** Support student academic progress, monitoring and social-emotional well-being.

- Communicate with each parent bi-monthly via phone, email, or in person for academic monitoring check-ins.
- Track the progress of students in the Academic Tracker and Salesforce Database.
- Collect report cards for students biannually and standardized test scores annually.
- Participate in design and execution of academic support programs as needed
- Collaborate with the Director of Academic Support Services to:
  - Identify students who would benefit from academic tutoring and/or counseling.
  - Assist the parent in signing-up and monitor progress.
  - Communicate with teachers of students who need academic interventions.
  - Support diverse learners throughout evaluation and service planning processes.

**3. Partnerships (10%):** Facilitate and leverage partnerships to support the academic and social growth of students.

- Mentoring Relationships
  - Monitor mentoring relationships via parent communication and observations.
  - Participate in related meetings and work to support and address any issues that arise.
- Enrichment Outings
  - Help develop and attend all monthly outings, alternating roles and responsibilities
  - Lead planning for Parent Mentor Workshop (Nov)
- School Relations:
  - Manage partnership school contacts, relationships, contract maintenance and processes
  - Contact partnership school contacts and teachers as applicable for student needs
- Develop and maintain a portfolio of partners aligned with assigned programs
- Contribute to the professional and resource development of teammates
- Attend meetings for High School Prep Process and Horizons for Youth High School Program Selection. Support 8<sup>th</sup> grade students with high school choices.

**Additional Responsibilities:**

- Attend Board of Directors meetings as necessary according to agenda items.
- Help manage and attend special events and other development initiatives.
- Aid Development team in fundraising strategies by providing information on students/families and supporting requests for funding initiatives as needed.
- Other duties as assigned.

**Requirements:**

- Fully vaccinated
- Bachelor's degree; area of study in psychology, education or social work preferred.
- Five + years of work experience in teaching, counseling, social services, or nonprofit organizations.
- Experience developing case management process for low-income families with K-12<sup>th</sup> grade students in Chicago.



- Strategic understanding of family needs and the social-service resources available to families in Chicago.
- Ability to evaluate resources, case manage families to connect them to resources, ensure engagement and evaluate progress.
- Excellent written and verbal communication skills.
- Proven ability to collaborate with diverse groups, stakeholders, employees, students and families
- Understanding of and commitment to the empowerment of families from low-income areas and diverse communities; cultural awareness and sensitivity
- Quality listening skills, empathy, and commitment to the Horizons for Youth mission.
- Considerable organizational, time management and interpersonal skills and personal initiative.
- Proficiency in Spanish and/or experience with Salesforce is a plus.

To apply for this opportunity, please fill out this Google Form application. If you have a Google account, please sign in and upload your current resume. If you don't have an account, please send to [meghan@horizons-for-youth.org](mailto:meghan@horizons-for-youth.org).

Horizons for Youth is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. Horizons for Youth does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. Horizons for Youth is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.