



Senior Program Manager, Family Services Job Description

Position Overview:

Horizons for Youth relies on Senior Program Managers to provide high-touch support for families. This Senior Program Manager is responsible for managing a portfolio of **35-45 K-8th** grade students and their 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. The Senior Program Manager will be the primary relationship manager for a portfolio of other stakeholders and partners as needed and relevant, such as partnership school contacts and partner organizations. This role acts as lead of the Horizons for Youth Family Services Program.

This position reports to the Senior Director, Program Services. This is a full-time position (40 hours a week) with HYBRID work requirement under a Be Present work policy. Some evening and weekend hours are required (one later evening a week and on average one Saturday a month). The position includes paid vacation and health, dental, and life insurance benefits, with 100% of employee premiums paid by Horizons for Youth. For the health insurance, HMO is 100% paid; PPO may require employee deductions.

Primary Objectives:

- 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.
- 2) **Academic Monitoring and Social Support (50%):** Support student academic progress, monitoring and social-emotional well-being.
- 3) **Partnerships (10%):** Facilitate and leverage partnerships to support the academic and social growth of students.

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.
 - o 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.
 - o Manage contract fulfillment/compliance process:
 - o Refer families to our Horizons for Youth Family Support Program opportunities for customized support and referrals.
 - o Track family needs and demographic information in our customized Salesforce database.
 - o Assist in creation of budget and manage budgets for programs or events you lead and track ongoing expenditures.
- o Lead Horizons for Youth Family Services Program which entails:
 - o Family Support Program:
 - o Update annual resource guide for parents, solicit parent feedback annually through surveys and lead application process and decisions for family assistance grants.
 - o Manage portfolio process for partnerships that support family needs.
 - o Lead monthly Family Services meetings with fellow team members.
 - o Translation: Manage hourly translation contractor (timesheets, communication,

- assignments) and translation strategy.
- Parent Engagement Opportunities- lead plan, purpose, process , schedule and attend Parent Cafes, Workshops, Parent Parties.
 - Lead communication strategy with families, including sending weekly updates and monthly newsletters.
- 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.
 - 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.
 - Participate in design and execution of academic support programs as needed.
- 3) **Partnerships (10%):** Facilitate and leverage partnerships to support the academic and social growth of students.
- Mentoring Relationships
 - Monitor mentoring relationships via parent/student communication and observations. Participate in related meetings.
 - Enrichment Outings
 - Attend and support in task completion for applicable Horizons for Youth community events, according to job duties.
 - Lead planning for Parent/Mentor Workshop (Nov 2024)
 - School Relations:
 - For any of your partnership school contacts, have them sign annual MOU by end of September; meet bi-monthly with the partnership school primary contact to go through a school quality review process and to partner on student support.
 - Develop and maintain a portfolio of partners aligned with assigned programs.
 - Contribute to the professional and resource development of teammates.

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 for COVID-19 (one shot of J&J or two shots of Moderna or Pfizer).
- Bachelor's degree required; area of study in psychology, education or social work preferred.
- Five + years of work experience in teaching, counseling, social services, or nonprofit organizations with K-8th grade students and their parents.



- 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.
- Understanding of and commitment to the empowerment of families from low-resource areas and diverse communities (preferably in Chicago).
- Quality listening skills, empathy, and commitment to the Horizons for Youth mission.
- Considerable organizational skills, time management and interpersonal skills, cultural sensitivity and personal initiative required.
- Experience with Salesforce (preferred, but not required).

To apply for this opportunity, please fill out this [Google Form application](#). If you have a Google account, you will be prompted to sign in and upload your current resume through the form. If you don't have an account, please send your resume to 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.