



FIRST STEP FAMILY SUPPORT CENTER

323 EAST 6TH STREET • PO Box 249, PORT ANGELES, WA 98362 • (360) 457-8355

Program Manager

30- 40 hours per week. \$26 per hour dependent upon experience.

Description: First Step Family Support Center believes that parents are their child's first teacher as well as their emotional "home". In an effort to support parents in their crucial role, we offer maternity support services, parenting education classes, home-visiting programs, and center-based activities. Our mission: "promoting the healthy development of children and families on the North Olympic Peninsula by building family strengths". First Step is currently seeking a 30 – 40 hour a week Program Manager in a newly established role, who will be responsible for all the operations and management of several of First Step's current programs and will report directly to the Executive Director. Current projects include:

- **Drop-In Centers:** Safe place to find what you need for your family. Information & referrals, a children's play area, emergency diapers & formula, access to phones, computers, fax and copier, healthy snacks, and free children's books.
- **Kaleidoscope Play and Learn Groups:** Free parent and children play group. The play groups help demonstrate to parents that they are their child's first and most important teacher, even during playtime. We have groups in Port Angeles, Sequim, Brinnon and Port Hadlock.
- **Maternity Support Services:** Community Health Nurse, Registered Dietician, Social Worker, and Community Health Workers actively support women to encourage a healthy pregnancy and healthy birth outcomes and healthy start in life for the child. Services are provided from beginning of pregnancy through the child's first 2 months. Mother must be eligible for Medicaid.
- **Infant Case Management:** Home visiting program for parents with children 2 months to 1 year of age. May start program anytime up to 1 year of age. Provides advocacy, linkages, information, and referrals. Child must be eligible for Medicaid.
- **Summer Adventure Camp:** A kindergarten readiness program held during the summer for students entering Kindergarten in the fall.
- **Parenting Education Classes:** Free parenting education series to help parents enhance their relationship with their children and help building their parenting tool box.. Childcare provided onsite.
- **Supportive Parenting:** Intensive home-visiting program to help parents with cognitive limitations raise their children and to help their children develop on target and thrive. Parents must have an open case with the Washington Developmental Disabilities Administration to participate.

Key Responsibilities:

- Coordinate and manage all elements of programs and events, including promoting the programs in the community, client outreach, recruitment of clients and staff, production of printed materials and marketing collateral and program evaluation development and analysis.
- Responsible for budget integrity and collaboration with the Fiscal Manager.
- Recruit, manage and train staff.
- Recruit, manage and train volunteers within the community and continuously recruit new volunteers to support outreach efforts.
- Provide oversight of data management and maintain data files and documentation.
- Compile, review, and evaluate program data to ensure that all goals set by funders and senior management are met/exceeded.
- Develop and revise program procedures to meet the needs of target audiences and maximize program effectiveness and efficiency.
- Communicate the goals and objectives of the organization.

Requirements:

- Demonstrated history of working together across agencies to develop and share programs with other community providers for the benefit of families and in service to the agency's mission.
- Dedicated to serving vulnerable children and families. Experience with this population is a plus.
- Bachelor's degree, a minimum
- Previous experience in non-profit program management, two years minimum.
- Proven track record in managing and coordinating complex situations, scenarios, and problems.
- Exceptional interpersonal skills. Detail orientated.
- Outstanding written and verbal communication skills
- Proficient in Microsoft Office Suite products.
- Ability to work independently and be self-starter. Must demonstrate good judgment in dealing with difficult situations and unexpected challenges.
- Must be able and willing to work some evenings and weekends. Occasional travel outside of our community.
- Valid Driver's license, Valid Driver's insurance, and reliable transportation.
- Must pass a criminal background check.
- Must be able to carry 20 pounds
- A team player with a can-do, positive attitude. We all pitch in to get the work done!

We are an Equal Opportunity Employer. We consider all applicants without regard to race, color, religion, age, national origin, ancestry, ethnicity, gender, gender identity, gender expression, sexual orientation, marital status, veterans' status, disability, genetic information, citizenship status, or membership in any other group protected by federal, state, and local law. Veterans and persons with disabilities are encouraged to apply.