

CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

Page 1 of 3

Title: Community and Family Well-Being Department Manager	Grade: 8	
Reports To: Director of Program Services	FLSA Status: Exempt	
Supervises: Citizenship and Civic Engagement Officer, Wellness and Social Services Senior Counselor, and Legal Clinic Managing Attorney	Date Written:	Date Revised:
	06/16/2017	8/15/2019

POSITION SUMMARY

The Manager of Community and Family Well-Being Department reports to the Director of Program Services (DPS) and plans and administers programs for the Community and Family Well-Being Department. (S)he oversees the programs of Citizenship and Immigration Services (CIS), Wellness and Social Services (WSS), and Legal Clinic.

DUTIES AND RESPONSIBILITIES

- Develop and administrate program operations in the Community and Family Well-Being Department and make sure that program operations are in compliant with government's, funder's and agency's policies.
- Monitor and evaluate program outcomes and service quality.
- Establish and oversee administrative procedures to meet objectives set by the senior management.
- Analyze proposed legislation, regulations, or rule changes to determine how programs could be impacted.
- Research and analyze member or community needs to determine program directions and goals.
- Prepare and maintain records and reports, such as funding proposals and reports, and bi-monthly and annual program performance reports.
- Work with the senior management to develop and execute agency's strategic plan.
- Work with Development Department to develop resources to support program funding needs.
- Work with Accounting Department to develop and monitor program budgets.
- Work with Administration Department for payroll, recruitment, employee relations, insurance, new policies, and facility needs.

- Supervise, coach, and develop staff members.
- Develop fee-for-service schedule.
- Ensure quality of fee-for-service translation and interpretation.
- Train and develop staff and volunteers as certified wellness program facilitators. Monitor, support, guide them, and evaluate their performance to ensure quality and fidelity.
- Evaluate staff's job performance regularly to ensure that programs are of appropriate quality.
- Facilitate department meetings.
- Establish and maintain relationships with other agencies and organizations in the community to meet community's and agency's needs.
- Participates in CASL's fundraisers as needed.
- Attends workshops, seminars and conferences for self-development and program improvements.
- Work with CASL's Salesforce Administrator to generate program reports and dashboards on program's key indicators of program outcome, program efficiency as well as effectiveness.
- Implement data informed practice by regularly analyzing and utilizing data from Salesforce to support decision making in program's operation, evaluation and reporting, strategic plan as well as staff supervision and development.
- Enters clients' case notes into Salesforce as required, pull reports and dashboards for review and evaluation.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

- Bachelor's degree in Social Work, Public Health, Non-Profit Management or Human Services field from an accredited college or university. Master's degree preferred.
- At least 5 years of experiences in a social service agency or related organization, including supervision and administration.

Skills/Knowledge:

- Spoken and written knowledge of English and Chinese (Cantonese, Mandarin or Toishanese).
- Excellent English writing and speaking skills.
- Excellent computer skills: Microsoft Office.
- Have knowledge in public benefits, citizenship and immigration issues, and community health.
- Basic end-user level understanding and experience with Salesforce is a plus.

Physical Demands:

- Required to sit for extended periods of time and occasionally travel by car.
- Required to occasionally lift/move objects weighing in excess of 10 pounds.

Environment and Scheduling:

- Work is performed during standard business hours, Monday through Friday.
- Work is performed in the office.
- Must be flexible and available to work additional hours and on the weekends when necessary.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.