



# PROGRAM MANAGER

## WRAPAROUND INTENSIVE CASE MANAGEMENT

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**DEPARTMENT:** Youth, Adult & Family Wellness

**REPORTS TO:** Vice President, YAFW

**CLASSIFICATION:** Exempt

**# OF HOURS:** Full-Time, 40 hrs

**PAYRATE:** D.O.E.

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### **POSITION PROFILE:**

The Wraparound Services Program Manager works with eligible Welfare-to-Work (WTW) participants requiring additional assistance beyond the normal services provided by the CalWORKS WTW program to help participants overcome barriers or issues that affect their employment readiness and self-sufficiency. The Program Manager manages and coordinates activities of the Wraparound Services multi-disciplinary team consisting of LCSW and/or MSW staff, Senior Mentors and Employment Case Managers.

### **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Will oversee and manage the day-to-day operation of the Wraparound Program serving a special population of CalWORKS eligible participants.
- Will manage and supervise the Wraparound Services Case Managers and Senior Mentors.
- Track the number of families served and ensure the program meets the contract targeted goals.
- Review cases to ensure they are being processed and managed in a timely manner and according to the program contract guidelines and requirements.
- Review the need to determine and provide approval of supportive services based on contract services criteria and participant needs.
- Other tasks as assigned by the Vice President of Youth, Adult and Family Wellness.

### **QUALIFICATIONS (Education, Experience and Certifications):**

- BSW or MSW preferred.
- Minimum of 3 years of supervisory work related experience or an equivalent combination of education and experience in Social Services.
- Access to reliable transportation and willing to use it for job-related tasks.
- Have a driving record that complies with SAY Driving Policies.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Working knowledge of the CalWORKS program and Welfare-to-Work component.
- Competency in maintaining accurate and detailed records.
- Proficient office computer skills; MS Word program applications.
- Ability to supervise and coordinate work assignments for direct reports to achieve contract performance success and adhere to company and contract policies and procedures.
- Ability to organize, prioritize, and complete a large volume of work within strict time deadlines.



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- Outstanding communication skills, both written and oral; must communicate professionally and positively with participants, staff, management, program partners, agencies, employers, landlords, mechanics, hotel/motel operators; and other service providers.
- Ability to establish effective professional working relationships with staff, agencies, employers, and other service providers.
- Ability to use appropriate judgement in answering questions or releasing information; able to analyze and project consequences of decision and/or recommendations.

### **WORKING CONDITIONS:**

**ENVIRONMENT:** Office setting. Job could include minimum to high intensity noise level.

**PHYSICAL REQUIREMENTS:** While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, and talk or hear. The employee is occasionally required to walk; use hands and arms to perform repetitive motions; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination).

**MENTAL:** Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

*The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*