



PROGRAM SUPERVISOR

DEPARTMENT: Community Engagement
REPORTS TO: Senior Program Director
CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs
PAY RATE: \$21.00 per hour

POSITION PROFILE:

The Program Supervisor is responsible for providing ongoing clinical, administrative, and reflective supervision to the Cal-Learn Case Managers under the First 5 First Steps network. Cal-Learn is a statewide program for pregnant and parenting teens in the California Work Opportunity and Responsibility to Kids (CalWORKs) program. The goal of the program is to support teens in graduating from high school and supporting the teens in forming healthy families.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Conduct weekly, intensive, reflective supervision with Cal-Learn Case Managers for professional growth and support
- Support Case Managers with any concerns and challenges they may face in working in overburdened communities to avoid burnout
- Complete data entry and other required program documentation in a timely manner and oversee Case Managers documentation in Calwin for accuracy and thoroughness
- Consistent quality assurance of Case Manager's documentation
- Support staff and respond to quarterly County audits of the program
- Be main point of contact with the County Eligibility Operations for the Cal-Learn program
- Perform other duties as assigned by Senior Program Director

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree with 3 years of relevant experience or Master's Degree in Child Development, Human Services, Social Work or related field preferred
- A solid understanding of or experience in supervising and motivating staff, as well as providing support in stressful working environments
- Experience in home visitation with a strong background in primary prevention services to the 0 to 3 age population
- Experience working with teens and teen parents preferred
- Familiarity with CalWORKs and Cal-Learn preferred
- Previous experience managing in a collaborative environment
- Competency and experience in working with people from a wide variety of cultures and backgrounds



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KNOWLEDGE, SKILLS AND ABILITIES:

- Supervisory and counseling skills
- Computer skills including Microsoft Office programs and County systems (Calwin and Rushmore) preferred
- Deep knowledge of community resources for infants, children and families
- Ability to maintain boundaries between personal and professional life
- Access to reliable transportation and willingness to use for job-related tasks

WORKING CONDITIONS:

ENVIRONMENT: Office and off-site functions. Typically, an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. SAY San Diego is continuing to monitor state and federal guidelines related to COVID. At the time of hire, the position may require temporary telework.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. 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. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

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.