



Job Description

Position Title: Child Care Financial Assistance and Referral & Communications Manager

Program: Family Development Services, Outreach & Development

Position Summary:

The Program Manager oversees our Child Care Financial Assistance and Referral program. This position plays a vital role in managing a team responsible for providing financial assistance, eligibility determination, and referrals to families in need of child care support. The Program Manager will lead the team in utilizing a state Salesforce data system (CDDIS) efficiently, ensuring accurate tracking, reporting, and analysis to support program effectiveness. Additionally, the role involves managing social media channels, communications, website content, and small grant administration to enhance program visibility and sustainability.

Desired Qualifications for Knowledge/Experience:

- Bachelor's degree in social work, public administration, nonprofit management, or related field.
- Proven experience in program management, preferably in child care assistance or social services. Demonstrated knowledge of adult and child services in the Washington County area.
- Strong leadership skills with the ability to motivate and empower team members.
- Proficiency in Salesforce or other CRM systems, with experience in data management and analysis.
- Excellent communication skills, both written and verbal, with experience in social media management and marketing.
- Demonstrated ability to multitask, prioritize responsibilities, and meet deadlines in a fast-paced environment.
- Knowledge of grant writing and management processes, including budget development and reporting requirements.
- Commitment to the mission and values of the organization, with a passion for serving vulnerable families and children.
- Familiarity with regulations, laws, and procedures of the Vermont Agency of Human Services preferred.
- Must possess a value system consistent with that of the Family Center of Washington County and have demonstrated a client-centered approach in past work.
- Must display caring, respect, resilience, a willingness to adapt to change, and excellent people skills.

Reports to: Claire Kendall, Co-Director

Employment Category: Regular full-time, exempt

Number of Hours per Week: 40 hours

Essential Functions:

1. Leadership & Team Management:
 - Supervise and support a team of Child Care Financial Eligibility & Assistance employees.
 - Provide guidance, mentorship, and professional development opportunities to team members.
 - Foster a collaborative and supportive work environment to achieve program goals effectively.
2. Program Operations & CDDIS Information System Management:
 - Support staff utilization of CDDIS data system for efficient program management.
 - Ensure accurate data entry, tracking, and reporting to monitor program performance and outcomes.
 - Collaborate with state team to deliver effective program performance.
3. Financial Assistance & Eligibility Determination:
 - Coordinate eligibility determination processes, ensuring compliance with program guidelines and regulations.
 - Review and approve financial assistance applications, addressing discrepancies and ensuring fair distribution of resources.
 - Develop and implement strategies to streamline application processes and improve service delivery.
4. Referral Services & Community Engagement:
 - Manage outreach efforts to promote program services and expand community partnerships.
 - Collaborate with local agencies, schools, and childcare providers to facilitate referrals and enhance support networks for families.
 - Represent the organization at community events, meetings, and forums to advocate for child care needs and raise awareness of program offerings.
5. Communications & Marketing:
 - Develop and execute communication strategies to engage stakeholders, including families, donors, and community partners.
 - Manage social media platforms, website content, and email newsletters to disseminate program updates, success stories, and resources.
 - Collaborate with marketing and design teams to create promotional materials and campaigns.
6. Grant Management & Reporting:
 - Identify and pursue funding opportunities to support program sustainability and growth.
 - Write grant proposals, reports, and budget justifications in collaboration with the development team.
 - Ensure compliance with grant requirements and deadlines, including accurate reporting and financial tracking.
7. Other
 - Participate in planning agency wide/programmatic staff trainings, agency wellness activities.
 - Organize and run staff/team meetings as determined by service.
 - Attend supervision meetings as scheduled.
 - Maintain confidentiality consistent with the Agency's policies and the law.
 - Attend Agency events, public awareness activities, education sessions, and fundraising events as workload permits.
 - Maintain relationships with community.
 - Other duties as assigned.

Success	Effectively applies service specific content knowledge and expertise and employs balanced decision making in providing comprehensive oversight and implementation of high-quality service delivery. Demonstrates leadership: internally- regularly & actively integrating and linking services and externally- regularly & actively building and maintaining strong connections with program participants and community partners.
Excellence	Goes above and beyond, takes leadership for designing and implementing initiatives and demonstrates ingenuity and big picture thinking agency wide. Regularly acts as a resource and mentor to colleagues & staff agency wide; collaborates interchangeably with other managers: covering responsibilities, filling in and partnering/teaming.

Working Conditions:

Internal- Work is normally performed in a climate-controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is limited. The noise level is moderate and includes sounds from normal office equipment (people, computers, telephones, etc.). No known environmental hazards are encountered in the normal performance of job duties.

External- Moderate travel may be required. Work outside the office normally takes place in similar office environments, although occasionally work may include classroom environments.

Physical Demands:

Work involves standing and walking for brief periods of time, but most duties are performed from a seated position. There is potential for eyestrain from reading detailed materials and computer work. Deadlines, workloads during peak periods and changing priorities may cause increased stress levels. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur. The company will provide adaptive devices as needed.