

Connect Casino Road

Connect Casino Road is a community-based collaborative of nearly 20 cross-sector partners who have come together to support families living in the Casino Road neighborhood of South Everett, WA. We envision a safe, supportive, and resilient community where everybody thrives and meets their full potential. Together with our partners, we work to create transformational opportunities for families who call this community home. Connect Casino Road takes an explicit race equity approach in our work, and we welcome candidates who are willing to join us on the journey of co-creating a more just organization, collaborative, and community. Individuals from all educational background who feel they have the skills to do this job are encouraged to apply.

Job Title

CORE Program Manager

Reports to Title

Director, Connect Casino Road (CCR)

Assistant Director, Connect Casino Rd (CCR)

Employment Type

Full-time (40 hours/week), Non-exempt, up to 60% telework option available. Individual will be legally employed by the Community Foundation of Snohomish County (CFSC), who provides fiscal sponsorship to Connect Casino Road.

COMPENSATION

- \$70,000 base salary
- Up to \$3,000 annual stipend for fully bilingual employees
- Monthly \$500 medical stipend, 5% retirement match, PTO

JOB SUMMARY

The CORE Program Manager is responsible for 1)leading the ongoing development of a new two-generation support model for families with young children and 2)working with a cohort of up to 20 immigrant families with young children in order to support the mental, emotional, and physical wellbeing of the entire family. This individual will supervise two other Family Development Coordinators as part of their duties. In collaboration with the Family Counselor, Family Development Coordinators will be the first and central point of contact for families participating in the Creating Open Roads to Equity (CORE) collaborative model. The Program Manager will help CORE families to build self-confidence and self-efficacy, identify their assets, needs, and goals, and help them create a plan for reaching their goals acts as the link between families, CCR partners, and the wider community.

ESSENTIAL FUNCTIONS AND DUTIES

- Be the primary contact for CORE collaborative partners and response when partners reach out with ideas, needs or challenges.
- Work with CORE partner leads to develop and improve the CORE model, including but not limited to assisting with the development of materials, processes, eligibility, and assessment tools.
- Be the primary contact for United Way of Snohomish County, communicate any CORE needs, updates to UWSC, and respond to any requests from UWSC.

- Manage partnership with Mukilteo School District by ensuring CORE team is working closely with school and district representative as needed.
- Manage relationship among CORE team; ensure consistent communication about CORE family cases, convene and lead meetings as needed.
- Manage the evaluation and joint data sharing of CORE families across the partnership; track families' progress towards agreed upon outcomes and indicators. Strategic planning, documentation, and activities for the CORE program.
- Make decisions on and manage enrollment of any new CORE families; communicate with referring partners any pauses, changes or holds on family enrollment.
- Organize with CORE team the transition plan for families ready for promotion. Describe the process, design forms, letters and other paperwork.
- Assess CORE program process, redefine it when necessary and document changes.
- Ensure all day-to day CORE processes are functioning smoothly. This may include making sure all CORE forms are updated and accurate, making sure family files are up-to-date, ensuring family self-assessments are occurring in a timely manner, and that Salesforce is being used consistently.

Working with families:

- Actively engage CORE families in making sense of the issues which affect their lives, setting goals for improvement and responding to problems and needs through empowerment, goal setting, active participation, and strong collaborative practices
- Using trauma-informed and restorative approaches, provide mentoring and coaching to families to help them learn and build the soft skills needed to successfully navigate US life and culture with dignity and confidence
- Provide supervision and mentorship to the other two Family Development Coordinators
- Document interviews, conversations, goals, action items, and progress with CORE families using case notes and self-assessments on the CORE Salesforce database
- Maintain a caseload of up to 20 CORE families. Lead recruitment of new families as caseload spots open up.
- Work collaboratively with CORE partner organizations to support the needs and goals of the family through participating in monthly CORE meetings, sharing family stories and needs with CORE partners.
- Refer CORE families to other organizations for resources; ensure family accesses the resource they need through follow-up with the family and/or the organization they were referred to
- Stay informed about local services and resources; Develop strategies to ensure families are connected to relevant resources; Attend community events as needed
- Participate in other CORE collaborative responsibilities such as annual reporting, measurement and evaluation, professional development, and work groups and committees
- Meet regularly with Connect Casino Road staff to ensure coordination and alignment

Other duties as assigned.

NON-ESSENTIAL FUNCTIONS AND DUTIES

- Facilitate trainings with partners organizations
- Support community events organized in the center

- Lead community groups
- Support external organizations that would like to work with the community.

EDUCATION AND EXPERIENCE

- Bachelor's degree in social work, psychology, education, human resources, community/family/child development or a related field and related experience and/or training; **OR** equivalent combination of education and experience; Master's degree preferred
- Three years of experience in family support, case management, coaching and/or mentoring,
- One year supervisory experience
- Two years of experience working with family community systems, resources and services available in Snohomish County preferred
- Bi-lingual skills in English and Spanish or English and Russian strongly preferred.
- Documented experience working to further social justice
- Experience working with communities of color, immigrant communities, and low-income communities
- Personal development training in Restorative Practice, Social Justice, and Trauma informed care preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Two-Generation and Trauma-Informed Approaches preferred
- Demonstrate the ability to problem-solve complex and evolving issues and problems
- Ability to work collaboratively with a number of partners and individuals
- Knowledge of resources for low-income families in Snohomish County
- Ability to meet deadlines, yet maintain flexibility in a busy and evolving work environment.
- Be able to maintain confidentiality of sensitive family information
- Demonstrate strong verbal and written abilities
- Strong computer skills and experience with MS Office and internet research.

PHYSICAL DEMANDS

To successfully perform the essential duties of this position, an individual must be able to sit at a desk for four or more hours a day, and use office equipment, including phones and computer keyboards, for four or more hours per day. Individuals must be able to engage clients over the phone and in-person by voice. Regular attendance is an essential function of the job. Individuals may need to stoop, stand, and lift at least 25 pounds. Reasonable accommodations may be made to assist individuals with disabilities to perform essential job functions.

EQUAL OPPORTUNITY EMPLOYER

CFSC provides equal employment opportunity to all applicants and employees and commits to the principle of equal opportunity. We believe that no person should be excluded from agency services, employment or volunteer participation on the basis of race, color, gender, age, national origin, religion, creed, disability, veteran's status, sexual orientation, gender or for any other discriminatory reason.

HOW TO APPLY

- Deadline: Open until filled. Applications will be reviewed on a rolling basis with initial review on August 8, 2022.
- Please email a resume and a letter introducing yourself and describing your qualifications to Alvaro Guillen, alvaro@cf-sc.org with the subject line: CORE Program Manager.
- For more information on CCR visit our website at www.connectcasinoroad.org