

	<i>Family Empowerment Program Manager</i>
	<i>Director of Client Services</i>
	<i>40 hours per week</i>

Job Purpose

The Family Empowerment Program Manager is responsible for extending client care beyond crisis intervention to education, mentoring, and material aid incentives. The Family Empowerment Program Manager teaches and/or facilitates parenting education directly through group classes, online classes and through coordination of volunteers, and community speakers.

Staff Supervision

This position may be responsible for any staff supervision, dependent upon growth, but will have volunteer supervision duties as needed.

Essential Duties and Responsibilities

- Teach and/or coordinate parenting classes in person at least once a week.
- Train volunteers and coordinate coverage to ensure each group of volunteers provides necessary support to parents enrolled in the Family Empowerment Program.
- Track volunteer hours and participation and report to Volunteer Coordinator
- Answer phones, voicemail, and email inquiries in a timely manner
- Be the point person for PDHC on material aid needs and fulfillment
- Provide current list of material aid needs for boutiques to Church Outreach staff as needed
- Provide qualifying clients with cribs through CPH Cribs for Kids Program and follow up, track and report to CPH as required
- Provide qualifying clients with car seats and track distribution
- Evaluate and modify incentives and boutique availability based on material aid stock and client need
- Work proactively with client care staff to provide class information
- Attend community training opportunities and events related to healthy pregnancy and infant care
- Promote PDHC Family Empowerment Program services with community collaborators and supporters
- Manage Parenting Class website with announcements, Car Seat and Crib requests, blog, etc.
- Annual review of educational trends, industry, and state recommendations to promote healthy outcomes and reduce infant mortality
- Input client data, track outcomes, and provide regular reporting to the Parenting Class Manager
- Manage general site and building maintenance issues for FEC
- Remain current on needed office software and client social media applications (i.e., WayCool, Excel, Office 365, texting)

- Maintain a pleasant work environment, ensuring elevated levels of organizational effectiveness, communication, and safety
- Other duties as assigned

Qualifications

- Pro-life convictions and heart-felt desire to represent and live out the policies and principles outlined in the PDHC mission statement, the Employee Commitment statement and the Employee Manual
- Attests commitment to the Christian faith by the Nicene Creed and participates in local church
- Proficient computer and audio-visual skills
- Value education and mentoring of pregnant and new parents
- College degree preferred
- Initiative and creativity with the desire to work on a team
- Experience and sensitivity in working with individuals from diverse cultural backgrounds

Working conditions

Requires some weekend and evening availability.

Physical requirements

This position may require standing for extended periods of time and lifting up to 40lb. objects on an as needed basis.

Approved by:	
Date approved:	