

<b>Job Title</b>	<i>Family Empowerment Program Manager</i>
<b>Report to</b>	<i>Director of Client Services</i>
<b>Hours</b>	<i>Full-time 40 hours per week</i>
<b>Classification</b>	<i>Exempt, Salary</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 reports to the Director of Client Services, and will be responsible to supervise the FEC Center Coordinator, as well as volunteers as needed. There will also be shared supervision of the Client Care Coordinator.

### **Essential Duties and Responsibilities**

- Maintain proficiency in the L.O.V.E approach and provide direct client care accordingly.
- Maintain client case load as needed.
- Monitor and maintain clear communication through “TextBox” with clients, FEC volunteers and Family Advocates.
- Work proactively with client care staff to provide class information, including spending time at each center.
- Teach and/or coordinate parenting classes in person at least once a week.
- Answer phones, voicemail, and email inquiries in a timely manner.
- Work with FEC Coordinator for PDHC on material aid needs and fulfillment.
- Monitor Parenting Class website for needed changes.
- Provide monthly Diaper Bank report.
- Locate and develop community partnerships.
- Attend community training opportunities and events related to healthy pregnancy and infant care.
- Promote PDHC Family Empowerment Program services with community collaborators and supporters.
- 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 Director of Client Services.
- Remain current on needed office software and client social media applications (i.e., WayCool, Excel, Office 365, TextBox)
- Maintain a pleasant work environment, ensuring elevated levels of organizational effectiveness, communication, and safety.
- Complete HIPAA training annually.
- Other duties as assigned

### **Volunteer Management**

- Train volunteers and coordinate coverage to ensure each group of volunteers provides necessary support to parents enrolled in the Family Empowerment Program.
- Assist Volunteer Coordinator as needed in a potential volunteer's application process.
- Work directly with the Volunteer Coordinator to on-board new center volunteers in various volunteer areas.
- Track volunteer hours and participation. Provide to FEP Coordinator for entry.
- Report needed updates or change of status to Volunteer Coordinator
- Schedule, equip and assign volunteers to work independently in areas of strength
- Confer with volunteers to resolve grievances; promote communication and cooperation
- Collaborate with the Volunteer Coordinator to ensure all volunteers annually review the Working at Our Center and Volunteer Handbook and sign the Acknowledgment

### **Access Levels**

- Facility keys and building security code to the Administrative office and Family Empowerment Center.
- CoolFocus: Client, Donor, Volunteers, Consultant
- TextBox, 614-644-4445
- Bright Course, Administrator
- SharePoint

### **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.