

# Family Services Collaborative

## Job Description

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**Job Title:** Project Manager (Diversion Expansion Project)

**Reports to:** Family Solutions Collaborative Executive Director

**Position Term:** Contract thru June 30, 2023

Full-time position, non-exempt

### **ABOUT THE FAMILY SOLUTIONS COLLABORATIVE**

The Family Solutions Collaborative is made up of 23 of the leading family homeless providers in Orange County. Through our strong partnerships, our member organizations ideate, implement and advocate for innovations throughout the system, making the FSC the primary driver toward ending a family's housing crisis within 30 days, employing prevention, diversion and housing strategies. The Family Solutions Collaborative's philosophy, systems and strategies for education, evaluation of data, technical assistance, training and tools are the models for ending family homelessness.

### **JOB SUMMARY**

The Project Manager will support the Family Homeless System-Wide Diversion Expansion Plan to manage the project working to coordinate with the data consultants, training facilitators to ensure project implementation with fidelity. The Project Manager will work collaboratively with the FSC Access Points, FSC staff and funder to ensure objectives and deliverables are met, reports and data are compiled and presented to the Stakeholders, FSC Executive Committee and membership.

### **MINIMUM QUALIFICATIONS**

The ideal candidate will have three (3) or more years of experience in managing projects/programs while performing analytical and/or administrative functions within a social services or government agency. The candidate will also possess a minimum of a Bachelor's degree or higher in Psychology, Social Work, Human Services, Sociology, Public Administration, Business Administration or a closely related field.

Background in and knowledge of social services programs, and administrative support of social services programs, i.e. reporting, finance, research, quality assurance, technology, training, communication, policy development, is preferred.

## **ESSENTIAL JOB DUTIES**

### **Project Management:**

The Project Manager is responsible for the oversight of the Project Plan within the Family Solutions Collaborative and related work as required and will oversee the implementation, coordination, planning, operations and compliance of the Project.

Responsible for working collaboratively with external stakeholders, partners, members and consultants, the Project Manager will ensure the agreement activities are met; act as a liaison between the Stakeholders, members and consultants and represents the Family Solutions Collaborative in a variety of settings and will oversee contract monitoring, quality assurance, coordination of services, fiscal management and project reporting.

In addition, the Project Manager in conjunction with the Consultants will monitor budgets, disbursements of funds, develop information and communication systems and develop operating policies and procedures for the Diversion Assistance Funds (DAF).

This position will also be responsible for scheduling and managing ongoing training efforts.

### **Data Collection, Evaluation and Reporting:**

1. In conjunction with the Consulting team, responsible for monitoring, analyzing, and reporting of data from HMIS for Program.
2. In coordination with the Consulting team provide data and reporting requirements for the County of Orange and FSC.
3. Develop and prepare regular reports, analyses, special projects, presentations, charts, graphs, and other documents as requested.
4. In conjunction with the Consulting team, evaluate, recommend, and incorporate new and emerging data tools and methods into organizational processes and systems.
5. Work within existing systems and design, validate and implement management dashboards that release key performance indicators on weekly, monthly, quarterly and/or annual basis and as requested.
6. In coordination with the Executive Director, Consultants and Stakeholder, ensure long-term goals and objectives to achieve the successful outcome of the Project; assess the strengths of the program and identify areas for improvement.
7. Provide other reports as required.

### **Communication:**

1. Schedule and facilitate meetings, offer Technical Assistance and ensure regular and ongoing effective communication with collaborative partners.
2. In coordination with Consulting team and FSC staff develop comprehensive policies and procedures for the Project Services and ensure regular ongoing communication to Providers.
3. Quickly assess and analyze complex and challenging issues and communicate information and actions needed in a timely and responsive manner.
4. Effectively prepare and present information verbally and in writing on topics related to operational issues, productivity performance standards, program funding allocation, and policy and procedures.

5. Inform Executive Director of critical issues in a timely, concise, logical, and thorough manner.
6. Demonstrate professionalism, tact and diplomacy while representing the FSC in meetings, through written correspondence and other official roles.
7. Communicates verbally and in writing with the Providers, general public, Stakeholders, and Collaborative in order to communicate agreement requirements, resolve inquiries, and report progress.
8. Prepares written documents such as contract specifications, payment and invoicing requests, and correspondence with Providers using clearly-organized thoughts, proper sentence structure, punctuation, and grammar.
9. Develops Partner Development Plans to ensure compliance of agreements.
10. Research potential problem areas and recommends resolutions.

### **Collaboration**

1. Builds effective working relationships with stakeholders and members in the development and implementation of Project.
2. Recognizes and respects the value of diversity and differing opinions, while ensuring that individual and/or team goals are not met at the expense of others and demonstrates flexibility and openness to new ideas, as well as actively solicits new ideas and opinions from others with the goal of effectuating process improvements.
3. Freely shares specialized knowledge with others from across the Members to support the Project.
4. Exhibits passion and a positive attitude towards the work at hand, creating a synergistic work environment.
5. Contributes to building a positive team spirit; supports everyone's efforts to succeed.

### **Additional Requirements**

1. Commitment to the mission of the Family Solutions Collaborative.
2. Represent the FSC in a professional manner and work collaboratively with stakeholders.
3. Ability to gather and analyze information skillfully; develop alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
4. Participate in the FSC Data and Compliance Committee, as well as other meetings as identified.
5. Excellent organizational skills and attention to details; proven competence with collection and management of documentation and paperwork.
6. Assist in surfacing/prioritizing issues to Executive Director and Consulting team around problem areas related to program outcomes, using logic and critical thinking.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time. This job description shall be reviewed annually.

Interested and qualified applicants, please submit your cover letter and resume to:  
[echilds@families-forward.org](mailto:echilds@families-forward.org)