



Program Manager

Department	Program Manager		
Supervisor	Network Administrator Manager	Status	Full Time, Exempt
Revised	April 2023	Location	Spokane, WA

Family Impact Network (FIN) supports public and private efforts to transition under-resourced children and families from crisis to stability. With a focus on outcomes and quality services, FIN is partnering with the Department of Children, Youth and Families and service providers to serve as the Network Administrator in twenty counties in Eastern and Central Washington. Through this work FIN provides resources and services to vulnerable children and families to address safety, prevention, permanency and stability, and overall well-being.

Our diverse team brings together a unique range of talents and perspectives. Whether it's leadership, policy, funding, or community advocacy, we do this work because we are passionate about our communities and helping families. We serve a diverse community and encourage applications from qualified individuals who reflect the families served.

The Program Manager will be responsible for all day-to-day referral and programs while overseeing and supervising the Resource Team. This position will provide support to the Resource staff while engaging them and collaborating to develop processes for the team. One of the main responsibilities of the Program Manager is to work as an intermediary between multiple stakeholders to ensure families are receiving suitable and timely services.

ESSENTIAL JOB FUNCTIONS

- Review all referrals that come in to FIN ensuring accuracy, completeness, and suitability of these referrals provided by DCYF social workers.
- Work with both DCYF Social Workers and the Regional Program Managers on all day-to-day referral needs.
- Oversee the assignment of all referrals in the provider network.
- Manage real time capacity of network providers.
- Build and maintain strong relationships with the provider community.
- Work closely with the Senior Resource Specialist daily to ensure seamless day-to-day operations of the Resource Team occur.
- Design and implement solutions to streamline the operations of the Resource Team's work.
- Maintain familiarity with all applicable laws, statues, codes, policy and contractual requirements.
- Work with Network Administrator Manager to identify capacity needs within the network.
- Works effectively across other teams including Quality, Compliance and Billing.
- Add problem solving in a fast paced environment – the ability to problem solve and develop solutions in a fast paced environment, proven ability to

SUPERVISOR FUNCTIONS:

- Provides direct supervision, leadership, and support to the Resource Team.
- Oversee and prioritize the day-to-day responsibilities of the Resource Team.



- Provide direction to the team regarding day-today operational decisions.

QUALIFICATIONS

- Experience in the child welfare system
- Knowledge of Family Time and Combined In-Home Services Programs overseen by FIN
- Experience coordinating with multiple stakeholders to set up suitable services for clients.
- Former CIHS provider preferred
- Direct services with clients

REQUIRED SKILLS

- Excellent communication skills (oral and written)
- Ability to engage the team
- Proven ability to lead, support and guide a team
- Strong collaborator and team player
- Experience leading a team through the process of acquiring resources and services for clients and engaging clients with delivered services
- Experience providing direct services as either a caseworker, social worker, or provider to families
- Excellent customer service and a demonstrate a positive, service-oriented attitude.

SALARY RANGE: \$58,000.00 - \$65,000.00

ESSENTIAL PHYSICAL SKILLS

Possess the physical health and ability to consistently carry out job duties and essential functions over the course of a workday. Ability to sit at a desk and communicate in person, remotely, or on a telephone.

ENVIRONMENTAL CONDITIONS

Works in an office environment, as well as remotely with occasional to frequent visits to external environments that could require driving to and from various locations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All FIN employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

TO APPLY:

Candidates may submit their cover letter and resume to Kellie Miner, Human Resources Generalist at kellie@familyimpactnetwork.org

