

		<b>Social Services Program Manager Job Description / Physical Requirements and Potential Hazards</b>	
Supervisor(s): Executive Director FSLA Status: Exempt or non-exempt DOE Supervises: Multiple Program Staff Across All Community Services Programs	EEOC code: L & I code: 8 \$25 to \$32.68 An hour DOE	Effective Date: 9/1/2024 Revision Date: N/A	Requirements: Bachelor's degree in human services, social work or related field, or relevant lived experience.

*Benefits offered: Medical, dental, vision, life insurance; retirement plan; employee assistance program*

**Background:** OlyCAP (Olympic Community Action Programs) is a nonprofit organization dedicated to empowering individuals and families in our community through various social services. The Social Services Program Manager will oversee program development, implementation, and evaluation to ensure effective service delivery.

Objectives:

1. Manage OlyCAP's social services program offerings to insure alignment with OlyCAP's mission and community needs.
2. Ensure compliance with funding requirements and agency policies.
3. Foster partnerships with community stakeholders to enhance service delivery.
4. Monitor and evaluate program outcomes to ensure effectiveness and continuous improvement.

**Essential Functions:**

1. Program Management:
  - Recommend, design and implement new social services programs based on community needs assessments and organizational strategic plan.
  - Create/maintain program policies and procedures in alignment with OlyCAP's mission and contract requirements.
  - Oversee day-to-day operations of existing programs, ensuring high-quality service delivery and contract compliance.
  - Participate in ongoing strategic planning as member of Executive Leadership Team.
2. Staff Supervision and Development:
  - Recruit, train, and supervise program coordinators.
  - Conduct annual performance evaluations and provide professional development opportunities to direct reports.
  - Foster a collaborative and supportive team environment.
3. Community Engagement:
  - Build and maintain positive relationships with community partners, service providers, and stakeholders.
  - Represent OlyCAP at community meetings, coalitions, and events.
  - Advocate for clients' needs and promote available services to the community.



4. Budget and Resource Management:

- Assist in developing annual budget and manage program budgets in accordance with funding guidelines.
- Identify and pursue funding opportunities, including grants and partnerships.
- Ensure efficient use of resources and maintain accurate financial records.

5. Monitoring and Evaluation:

- Establish program metrics and evaluation methods to assess program effectiveness.
- Collect and analyze data to inform program improvements and reporting.
- Prepare and submit reports to funders and stakeholders as required.

6. Compliance and Reporting:

- Ensure compliance with all relevant regulations and funding requirements.
- Maintain accurate records of program activities and client services.
- Prepare and submit required documentation and reports to funding agencies.

**Other Functions:**

- Create grant and funding proposals.
- Assist in public relations and special events as requested.
- Liaise with internal staff at all levels.
- Liaise with external stakeholders; community partners, and funders as requested.
- Coordinate and complete project-based work.
- Other duties as assigned by the Executive Director.

**Level of Performance:**

- Be able to travel to require assigned Intake offices within the two county area that CSP serves.
- PHYSICAL: Sit, stand, stoop, talk, and walk, reading and writing.

**SKILLS/KNOWLEDGE:** Able to use a PC and general office software such as MS Office, Excel, and Internet applications at an advanced level. Strong customer services skills for events, planning experience with the ability to take the lead in planning and organizing activities and leading team members. You must also have a high level of integrity, excellent oral and writing skills, project management skills, analytical skills, sound judgment and advanced interpersonal (e.g. mediating, counseling, mentoring) skills, demonstrated ability to articulate goals and implement processes and strategies to achieve those goals and meet deadlines. You will also need broad knowledge, experience and understanding of service area communities, its business and community and health networks, educational institutions, governmental agencies and civic and community leaders.



**QUALIFICATIONS:** Bachelor's degree in a related field of study, a minimum three (3) years' experience in community development, Case Management, or the non-profit environment. Ideally five (5) years' experience in Customer Services and the Public Sector.

This job description is intended to describe the nature and level of work being performed by people assigned to this position. It is not to be construed as an exhaustive list of all responsibilities and duties required of the job incumbents.

Washington driver's license with reliable transportation

Provide proof of current automotive insurance

Must be able to pass a criminal background check.

### **SKILLS**

- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Speaking - Talking to others to convey information effectively.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Monitoring - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
  
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Coordination - Adjusting actions in relation to others' actions.
- Persuasion - Persuading others to change their minds or behavior.
- Service Orientation - Actively looking for ways to help people.
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management - Managing one's own time and the time of others.



## KNOWLEDGE

- Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Psychology - Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- Sociology and Anthropology - Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- Therapy and Counseling - Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- Education and Training - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to communicate with persons and groups of diverse social and economic backgrounds.



**Social Services Program Manager**

**PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS**

The following identifies the physical demands and potential hazards typically encountered by this position that can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

**NA:** Not applicable, not required of this position.

**NE:** Requirement is present, but is not essential to the position.

**O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

**F:** Frequent, 34-66 percent of the time.

**C:** Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting				X	
Walking				X	
Standing				X	
Running	X				
Bending or twisting		X			
Squatting or kneeling		X			
Reaching above shoulder level		X			
Climbing (e.g. ladders)	X				
Driving cars, light duty trucks					X
Driving heavy duty vehicles	X				
Using foot controls					X
Repetitive motion of hands/fingers					X
Grasping with hand, gripping				X	
Lifting/carrying 10-25 pounds			x		



	NA	NE	O	F	C
Lifting/carrying 26-50 pounds		X			
Lifting/carrying more than 50 pounds	X				
Pushing/Pulling		X			
Work in/exposure to inclement weather	X				
Work in/exposure to cold water	X				
Exposure to dust, chemicals or fumes	X				
Work/live in remote field sites	X				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases	X				
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance		X			
Seeing objects peripherally		X			
Seeing close work (e.g., typed print)				X	
Distinguishing colors		X			
Hearing conversations or sounds				X	
Hearing via radio or telephone				X	
Communicating through speech				X	
Distinguishing odors by smell		X			
Distinguishing tastes		X			
Exposure to wild/dangerous animals	X				



	NA	NE	O	F	C
Exposure to insect bites or stings	X				
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people			X		
Other:					
Other:					

Other physical or mental requirements of this position that have not been addressed above?

I have read, understand and am able to perform the essential job functions; and physical requirements and potential hazards of this position with or without reasonable accommodation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date