



## Center Manager

### Children's Board Family Resource Centers in East County

639 E. Alexander St, Plant City, FL 33563

To apply email resume with cover letter to Champions for Children at: [hr@cfctb.org](mailto:hr@cfctb.org)

**JOB SUMMARY:** Plan and coordinate program activities based on primary focus areas of the contract and supervise program staff. Network in the community and market services provided by the program. Partner with other community service providers and the Healthy Start Coalition to bring programming to the Center. Coordinate daily operations and activities of the Center.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Demonstrates a commitment to serve all people with respect and compassion.
- Works in a spirit of cooperation with all external and internal stakeholders.
- Plans, coordinates and manages all program activities and daily operations.
- Serves as the day-to-day liaison with families and partner agencies for the Center.
- Coordinates and facilitates meetings with community residents (families).
- Responsible for the establishment, development and participation of the Family Community Advisory Council.
- Networks with other community providers regarding program services and referral of clients.
- Promotes and markets program services throughout the local community.
- Represents the agency at Center Manager meetings with lead agent, local planning efforts, and committees.
- Develops and conducts evaluation of program effectiveness including process and outcome measures and standards of care.
- Prepares reports as required by the agency and funders. Complies with all administrative and program record keeping tasks in a prompt and accurate manner.
- Recruits, hires, trains and evaluates program staff.
- Participates in program budget development and management.
- Responsible for maintaining and assuring that program staff maintain accurate documentation of program activities and data entry.
- Provides programmatic supervision and consultation to assigned staff.
- Works within the framework of Five Protective Factors and the Principles of Family Support.
- Maintains a defined level of productivity as established by agency standards and/or supervisor.
- Nothing in this job description restricts management's rights to assigns duties and responsibilities to this job at this time.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and abilities necessary.

Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- Good interpersonal skills with families, staff and others are essential.
- Must be sensitive to cultural diversity amongst clients and have the ability to work with diverse racial, ethnic and economic groups.
- Good oral and written skills.
- Must be able to make effective presentations and be familiar with marketing social programs.
- Must pass law enforcement background screening.

**EDUCATION AND EXPERIENCE:**

- Bachelor's degree in social science (psychology, social work, sociology, etc.).
- Must have three years of experience providing services to children and families.
- Some group and community development experience a plus.
- Bilingual.

**LICENSES & CERTIFICATIONS:**

Valid Florida driver's license and operative vehicle required; proof of vehicle insurance must be submitted.

**OTHER SKILLS, KNOWLEDGE AND ABILITIES:**

- Demonstrates a commitment to serve all people with respect and compassion.
- Values a nurturing family as the ideal environment for a person.
- Conviction about the capacity of people to grow and change.
- Ability to establish a respectful relationship with persons served to help them gain skills and confidence.
- Ability to work collaboratively with other personnel and/or service providers or professionals.
- Capacity to maintain a helping role and to intervene appropriately to meet service goals.
- Ability to set appropriate limits.
- Ability to adjust schedule to meet client and agency needs in terms of evening and weekend services, as required.
- Ability to work under deadline and to multi-task.
- Ability to generate and maintain comprehensive reports and documentation.
- Ability to maintain a flexible work schedule, which may include evening or weekend hours to accommodate families' needs.
- Ability to work as a team member.
- Good computer, written and verbal communication skills.
- Ability to work without a great deal of supervision and maintain a high level of productivity to meet the projective goals for the program.
- Possess strong work ethics.
- Knowledge of local community resources.
- Respect diversity of all clients, staff and volunteers.

**COMPETENCIES & PROFESSIONAL DEVELOPMENT:**

- Annual Training Requirements: Complete all training required by the Provider Agency and Healthy Start Coalition.
- On-going Training Requirements: Self-development and improvement.
- Knowledge, Skills, Abilities & Competencies: Computer literate, knowledge of community resources, able to speak and translate from English to Spanish in written form. Ability to be creative and self-driven with minimum supervision required.

**ESSENTIAL PHYSICAL SKILLS:**

- Visual: Ability to safely operate a motor vehicle, read printed materials, and to make observations of physical facilities as regards to safety.
- Hearing: Ability to understand and comprehend spoken dialogue in individual and group settings (with or without hearing device).
- Ability to communicate clearly and effectively.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions. The office environment may occasionally become noisy due to equipment operations and interactions among clients and staff.

- Works indoor in a Center/office environment; travels for trainings and meetings.
- May also travel to follow up case management and/or to other Centers/offices, as required.

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