

**Job Title:** Children's Program Manager  
**Reports To:** Director of Therapeutic Services  
**FLSA Status:** Full-time, Exempt, Regular  
**Department:** Children's  
**Job Classification:** 5 - Program Manager. \$69,202 starting salary that may increase to \$79,582 over time.

## SUMMARY

The Children's Program Manager is responsible for planning, directing, and managing the YWCA's Children's Programs, in accordance with the YWCA's philosophy of empowerment and applicable regulations. This position is responsible for program development and oversight, staff supervision and support, quality assurance, solicitation and management of program funding, and the administrative operations of the Children's Program.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Functions as a YWCA leader by actively promoting the YWCA's mission, inspiring a shared vision, modeling YWCA's ethics and values, encouraging others to be their best, ensuring equity, embracing innovation and looking toward the future of the YWCA
- Sets and models standard for and monitors conduct of supervised program to ensure that position competencies and YWCA policy, ethics, and values are fully implemented.
- Actively participates in Leadership Team, staff meetings, and scheduled internal trainings
- Works with Human Resources to recruit, interview, hire, train, coach, support, discipline and evaluate program staff.
- Ensures compliance with continuing education requirements for self and supervised staff.
- Develops work plans and assigns priorities for staff in alignment with agency strategic plan.
- In partnership with the Director of Therapeutic Services, implements operations of the Children's Program, including but not limited to, health and safety standards, legal and ethical standards, client relations and engagement, output and outcome data collecting and reporting, and compliance with applicable Federal, State, local, and agency standards and contracts.
- Ensures compliance with mandatory reporting laws and protocols.
- In partnership with program staff, guides the planning and implementation of age-appropriate curricula for all therapeutic activities that builds resilience and addresses the needs of children and youth who have witnessed or survived abuse.
- Ensures program spaces are maintained in safe and sanitary conditions, and all applicable health standards.
- Partners with program staff and parents to support the overall social, emotional, cognitive, and developmental health of the children and youth served by the Children's Program.
- Supports program staff in securing and maintaining appropriate resources for families by way of ongoing research and by developing and maintaining strong relationships with community partners.
- Partners with program staff to evaluate program success, and makes adjustments as appropriate, based on knowledge of best practices, program goals, and collected data.
- Collaborates regularly with other program teams who are engaged with families served by the Children's Program.
- Assists in the recruitment, training, support, and supervision of volunteers and interns for program.
- Partners with Director of Therapeutic Services to develop, track, and accurately implement annual program budget.
- Maintains client and program files in compliance with Federal, State, local, and agency standards and contracts.
- Collects, tracks, and documents program data.

- Completes contractual monthly, quarterly, and annual statistical reports. Also provides statistical information to other YWCA departments, as requested.
- Works with contract compliance staff of program funders to maintain open communication, provide compliance information, and facilitate required program audits and site visits.
- Participates in YWCA strategic planning to determine goals and scope of Children's Programs, as related to regular programming, public events, and special programs.
- Participates in fundraising efforts to support the program and the agency, as requested.
- Provides general leadership and training within the agency and community to address the issues of children and youth who are impacted by trauma caused by domestic violence and other forms of abuse.
- Represents the YWCA in community forums, coalitions, and action groups that address the issue of domestic violence impacts on youth and children.
- Collaborates with other YWCA departments to meet program goals and to provide comprehensive support to clients.
- Participates in agency or community work teams including committees, task forces, or event planning, as requested.

This is a general description of the responsibilities of the position; other duties may be assigned.

### **SUPERVISORY RESPONSIBILITIES**

The Children's Program Manager supervises 3 Children's Advocates, and program volunteers or interns. As a supervisor, this position is responsible for carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws. These responsibilities include staff development, training, supervision, support, consultation, and evaluation. This position designs and develops the roles of the supervised staff and directs and redirects their work as needed. This position resolves staff conflicts and/or challenges as they arise.

### **OTHER SKILLS AND ABILITIES**

- Commitment to YWCA vision, mission and values.
- Ability to understand and apply the tenets of Trauma-informed Care in all areas of programming.
- Ability to develop and implement programs for children and youth impacted by trauma
- Knowledgeable about the impacts of trauma on human development and early childhood development.
- Ability to evaluate and promote safety at all times.
- Ability to work effectively with diverse groups of people.
- Ability to collaboratively and effectively lead a team of skilled professionals.
- Ability to build and maintain trusting relationships within the agency and the community.
- Ability to set and maintain healthy professional boundaries.
- Ability to train/coach, support, partner with, and supervise staff.
- Ability to multi-task, maintain attention to details, manage time, and implement systems of organization.
- Ability to make sound ethical decisions.
- Ability to prioritize, plan, and solve practical problems.
- Ability to mediate conflict and to manage crisis.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of clients, directors and managers, board members, donors, and the general public.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Excellent speaking and writing skills.
- Proficient in Microsoft Office applications.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree from an accredited college or university in early learning, social work, or similar relevant field; two to four years related experience and/or training; or equivalent combination of education and experience including two years' advocacy experience with a domestic violence agency. Two years' supervisory experience required.

### **OTHER QUALIFICATIONS**

- Must have ability to transport self in and around Pierce County. If that includes driving your own vehicle then must possess current and valid driver's license and insurance
- Acceptable criminal history record
- A minimum of fifty hours of training on domestic violence issues and advocacy within three years prior to taking position.
- Completion of required initial training within first 90 days of employment, and other required training within first year.

### **WORK ENVIRONMENT**

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

The work environment and physical demands described here 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 the essential functions.

The noise level in the work environment is usually moderate but can become loud as children make noise.