



**SAMPLE JOB DESCRIPTION:
Program Manager**

Recommended Duties and Responsibilities

- Manages all aspects of the Healthy Families New York Program, including fiscal management, administrative, and service delivery components.
- Assists with overall planning and direction of the program.
- Supervises employees and provides team leadership.
- Provides training and orientation.
- Maintains records.
- Implements continuous quality improvement plan.
- Maintains local advisory board.
- Participates in regular staff meetings.
- Reviews participant case plans.
- May provide direct service, e.g. crisis intervention, to families.
- Acts as liaison with other community agencies and with the HFNY Program contract manager and with HFNY State Leadership Group.

Minimum Qualifications

- Masters degree in social work or health strongly recommended.
- Four years of direct experience with at-risk families, including work in the field of child abuse or family violence and previous supervisory experience.
- Administrative experience in human service or related program(s), including experience in quality assurance/improvement and program development.
- Knowledge and experience in strength-based and family-centered provision of primary prevention services, and/or direct experience as a home visitor.
- Knowledge of infant and child development, parent-child attachment, maternal-infant health, and the dynamics of child abuse and neglect.
- Skill in supervising staff, counseling, teaching, managing a budget and team building and motivation.
- Ability to provide leadership, set program goals and objectives, make difficult decisions, remain flexible and supportive of workers' tasks, and be consistent and calm during crises.
- Respect for and sensitivity to the needs and rights of others, including those with differing cultural, racial, sexual, or ethnic identities

- Ability to establish trusting relationships and work effectively with mothers, fathers, and extended family.
- Belief that children need to be nurtured.