

**Family Services Manager
ASK Family Services**

JOB TITLE: Family Services Manager
TIME/HOURS: 40 hours/week
WAGE/SALARY: \$37,160
FLSA STATUS: Exempt
SUPERVISOR: Executive Director
PROBATIONARY PERIOD: 3 months

PURPOSE:

The Family Services Manager is responsible for the development, implementation, evaluation and improvement of all family support services at ASK. The Family Services Manager will also focus on oversight, monitoring and administration of family involvement in the System of Care so that families' experiences and perspectives drive the planning, implementation, and evaluations of the system of care.

The Family Services Manager will be responsible for the over site and supervision of the Family Support Partner (FSP) program and staff. The Family Services Manager will have direct knowledge and contact with families receiving FSP service, provide administrative support related to treatment plans and goals, ensure billing is submitted in a timely and correct manner, and connect the FSP to the clinical treatment team and the overall System of Care.

ESSENTIAL JOB FUNCTIONS:

1. Develop methods, strategies, and structures to assure authentic family voice within the System of Care.
2. Build positive relationships with all stakeholders.
3. Recommend policies and procedures to improve Family Support Services.
4. Summarize trends in programs including recommending strategies for improvement, assuring ready access to tools and resources for FSP staff.
5. Ensure program goals are achieved.
6. Coordinate delivery of family support programs to ensure that families are receiving appropriate services.
7. Maintain liaison with various health care and regulatory agency and organizations to keep abreast of trends within the mental health field related to family services.
8. Coordinate ongoing training and technical assistance opportunities to ensure staff are equipped with knowledge to effectively complete all job duties.
9. Complete performance evaluation tools to assure goal attainment.
10. Supervise and monitor program staff in all counties where ASK is contracted to provide services.
11. Implement and maintain community-based programs and partnerships.
12. Summarize and recommend staffing strategies and alternatives for effective implementation of practices.
13. Monitor progress and ensure that all funding source requirements are met.
14. Provide coaching to ensure consistent application of mission, vision, values, policies and procedures.
15. Monitor available resources to ensure quality programmatic outcomes.
16. Facilitate and participate in meetings as required.
17. Analyze program data for continuous program improvement.
18. Review program policies and procedures regularly and make recommendations as necessary.
19. Perform monthly client file reviews for Family Support Partner services.
20. Ensure outcome survey data is collected and entered into Redcap for families receiving services.

Revised 6/21/16, 10/2/17 TR, 5/23/18 TR, 10/1/18, TR 10/1/19, TR 6/10/21

21. Other duties as assigned.

EDUCATION AND REQUIREMENTS:

1. Must be the parent or caregiver of a child with a serious emotional disturbance, developmental disability or other special needs and the ability to become certified in the state of Michigan as a Parent Support Partner.
2. High school diploma or GED required; Bachelor's degree preferred.
3. Experience in program management, evaluation, and/or demonstrated ability to organize, plan, and execute multiple projects simultaneously.
4. Strong oral and written communications skills including public speaking and group facilitation.
5. Proficient in Microsoft Office.
6. Leadership, organizational and administrative skills.
7. Knowledge of family organization development and implementation, programs and public child-serving agencies.
8. Ability to work flexible hours including some evenings/weekends availability and overnight travel.
9. Valid driver's license, access to and ability to utilize transportation in order to perform job activities.

Please submit cover letter and resume to Tina Graham at tinar@askforkids.org or 445 W. Michigan Ave. Suite 102, Kalamazoo, MI. 49007 by January 7th, 2022