



Job Description

Job Title: Family Peer Support Program Manager (Full Time, Non-Exempt)

Program: Family Peer Support

Reports to: Executive Director

Job Category: Manager

Oversee activities for one or more programs for the organization. Often engaged in program client communication. May be responsible for establishing and managing partnerships with public and private organizations, training staff and volunteers and reporting on program outcomes. Duties include research, correspondence, mailings, filing, inputting data, budgeting and maintaining program databases. May supervise up to five (FTE) staff.

Hiring Range: \$34,000 - \$44,000

Job Summary:

Provide program management and oversight of the Family Peer Support and Respite/Skill Building Programs. Administrate all aspects of the programs from staffing, training, referral management, case assignments, billing, budget management, and all other aspects for successful implementation. Provide support and respite services to special needs children and their parents. Provide direct case management and services for families in the Family Peer Support Program by handling a caseload of families.

Duties and Responsibilities:

- Provide information, referral and telephone support services to parents.
- Initiate intake and referral to counseling programs as appropriate.
- Coordinate advocacy activities for parents of special needs children in catchment area.
- Attend the monthly SPOA meetings and coordinate with the SPOA Director.
- Develop resources directories for parents of special needs children. Update as needed.
- Coordinate respite programs for special needs children.
- Recruit and train Respite workers to assist with service delivery for respite programs.
- Coordinate workshops for parents of children with special needs.
- Evaluate the effectiveness of all program areas and make recommendations for on-going improvement.
- Conduct needs assessments on a regular basis.
- Maintain records and data collection.
- Compile monthly and annual reports as requested.
- Attend supervision meetings, staff meetings, and other meetings, as determined by the Executive Director.

Skills Required:

- Friendly, outgoing, good listener and likes to help others.
- Ability to work with all ages.
- Knowledge of community resources.
- Positive image for CAPTAIN and a dedicated client advocate.
- Computer experience required; Microsoft Office Suite.
- Able to multi-task and work in a team environment.

Qualifications:

- Must have life experience as a care-giver, parent or guardian, with a child with special needs, disabilities, and/or mental health condition and direct life experience navigating multiple systems of care within NYS.
- Proven ability to work with parents of children with social, emotional and/or behavioral needs.
- High School diploma or equivalent required and 1 years experience with human services or education field. Associates or Bachelor's degree preferred.
- Must possess a valid and clean NYS Drivers License and provide evidence of appropriate insurance coverage.
- Excellent organizational and interpersonal skills, flexibility and initiative.
- Good communication skills and proven ability to work with special needs children and their parents.
- Ability to lift up to 30 lbs.

Employer Disclaimer:

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an “at will” employment relationship.

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