



Program Manager, Disaster Case Management

Sacramento, CA 95814

\$65,000 - \$75,000 a year – Full-time, limited term (20 months)

Closing Date: March 1, 2018

To Apply:

Please review this announcement carefully. Please click on the following link to complete an online job application; resume, cover letter, and three professional references required:

<https://form.jotform.com/73517294828164>

Background:

Catholic Charities of California, Inc. (CCC) is a 501(c)(3) non-profit public benefit corporation. CCC is the state-level office representing California's 12 local Catholic Charities organizations (LCCOs). California's LCCO network is the largest non-profit provider of social services in the State.

CCC applies for and administers statewide and regional social services contracts and grants on behalf of LCCOs. CCC functions as the single point of contact with funders, provides contract management services and operational support to participating LCCOs, monitors LCCO progress on contract deliverables, and works with LCCOs to resolve program and contract issues.

Responsibilities:

This full-time (1.0 FTE) position will manage the Disaster Case Management Program (DCMP), including acting as the primary point of contact with provider agencies and giving overall leadership to the project. This position will coordinate and oversee the implementation, operation, and evaluation of the DCMP, serving victims of FEMA designated Disasters. As the Program Manager for the DCMP, this position is responsible to:

- Oversee the delivery of program services. Monitor and evaluate case management services. Provide on-going program evaluation and recommendations to the Program Director for continuous quality improvement. Implement change as directed to meet program objectives.
- Communicate daily with Program Managers at LCCOs to ensure adequate review of case-loads and keep abreast of current issues or concerns. Keep LCCOs informed of program information. Travel to each location on a regular basis and interact with all staff. Ensure all customer concerns are met and all oversight and compliance issues are handled.
- Coordinate with LCCO staff to attend and network at required trainings and meetings; coordinate logistics with trainers and attendees.
- Complete required contract reporting and other administrative duties for program activities.
- Monitor LCCO performance; document as necessary, provide ongoing feedback and timely evaluations.
- Work with other program staff (e.g., data personnel) to fulfill program data collection, evaluation, and reporting requirements.
- Support LCCOs to develop staff for advancement to ensure continuity of program.

- Monitor actual vs. budgeted expenditures to ensure project stays within budget parameters. Provide input to management for annual budget preparation.
- Stay current in the field of Disaster Response, disaster recovery and disaster case management.
- Network with other professionals in the field
- Read related periodicals and websites
- Attend training to enhance knowledge and training skills

As a Program Manager for CCC, this position is responsible:

- To the Programs Director for the day-to-day operational effectiveness of the programs under his/her supervision.
- For keeping the Programs Director and Executive Director apprised of specific areas requiring attention and for recommending and implementing appropriate action.
- For administration, monitoring, reporting, auditing, and evaluation of his/her program.
- For monitoring the services being provided in his/her program in relation to specific contract goals, objectives, provisions, and standards.
- For recommending modification/corrective action as needed to ensure contract fulfillment.
- To maintain strong, effective working relationships with LCCO and funder staff.
- To produce work and drive continuous quality improvement of programs that aligns with CCC's standards of excellence.
- To work independently to ensure that all functions and assignments are completed in a timely and professional manner.
- To provide high-quality support to the Programs Director as requested.

Required Qualifications:

- Bachelor's Degree with at least eight years of progressive work experience in a closely related field (e.g., social services, program management); or a Master's degree in related field such as law, social work, non-profit management, or public administration.
- Excellent written and verbal communication, organizational and interpersonal skills.
- Ability to work as a positive, enthusiastic member of a team.
- Ability to work independently with minimal supervision as needed.
- Experience working with an executive team.
- Advanced computer skills, including proficiency in MS Office.
- Comfort building and working with spreadsheets, including experience and skill utilizing formulas in Excel.
- Ability to efficiently resolve problems with excellent judgement and minimal support.

Summary:

Job Type	Full-time, limited term (20 months)
Salary	\$65,000 - \$75,000/year DOE
Job Location	Sacramento, CA
Job Hours	8:30am-4:30pm, Monday-Friday
Required Education	BA with 8 years' related experience OR MA in related field
Preferred Experience	<ul style="list-style-type: none"> • Program Management: 5 years • Non-Profit Management: 5 years

	<ul style="list-style-type: none"> • Contract Administration: 2 years
Benefits	Health insurance, vision, dental insurance, retirement

Job Performance Criteria:

The successful candidate will adhere to and be regularly evaluated according to the following job performance standards.

Criteria	Description
Team Player	Works well with management and other staff on coordinated efforts to achieve common goals. Is reliable, trustworthy, and professional in completing assigned portions of group efforts.
Meets Deadlines	Meets all assignment deadlines in a timely manner with quality work and without additional reminders from supervisors or others.
Organizational Skills	Maintains an organized workspace, awareness of deadlines and deliverables, organization of information necessary to completing assigned tasks, and plans ahead to meet deadlines/deliverables without prompting from supervisors or others.
Initiative	Always attempts to identify and resolve issues first before bringing them to supervisors. Thinks ahead of current task to identify and prepare for future assignments. Fulfills job roles proactively without prompting from supervisors.
Attendance	Adheres to assigned office hours without frequent disruptions. Is always available to respond to phone calls and e-mail messages during office hours. Does not request more than allotted sick or vacation time. Attends all job-related meetings and events prepared and without prompting.
Quality of Work	Produces high-quality work at all times. Makes every effort to turn in complete, thorough, grammatically and mathematically correct work. Does not rely on supervisors to substantially correct or edit work.
Professionalism	Demonstrates skill, competence, good judgement, and polite behavior at all times in the workplace. Adheres to all office policies.