

Job Title	Program Manager
Employer/ Agency	Family Endeavors
Job Description	<p>Provide oversight for the implementation, operation and evaluation of the DCM program, serving victims of FEMA designated Disasters.</p> <p>ESSENTIAL JOB RESPONSIBILITIES:</p> <p>35% Oversee the delivery of daily program services. Monitor and evaluate case management services. Provide on-going program evaluation and recommendations to the Program Director for continuous growth and quality. Implement change as directed to meet program objectives.</p> <p>20% Communicate daily with supervisors to review case-loads and keep abreast of current issues or concerns. Keep supervisors informed of program information. Travel to each location on a regular basis and interact with all staff. Ensure all customer concerns and met and all oversight and compliance issues are handled.</p> <p>15% Coordinate with location staff to attend and network at various Long Term Recovery Committees and other community groups. Develop and deliver presentations to meet the Community Outreach Plans. Promote the success and reputation of Family Endeavors Disaster Case Management program</p> <p>10% Meet regularly with Financial Assistance Coordinator to review payment status for qualifying expenses and to ensure prompt resolution of issues with our customer.</p> <p>10% Supervise direct reports</p> <ul style="list-style-type: none"> • Interview, make quality hiring decisions, train and mentor in best practices, policies and procedures • Monitor performance; document as necessary, provide ongoing feedback and timely evaluations • Develop staff for advancement and to ensure continuity of program <p>5% Operate region in an efficient, cost effective manner. Monitor actual budget for revenue goals and expenses. Implement cost containment as needed to stay within budget parameters. Provide input to Program Director for annual budget preparation.</p> <p>5% Prepare and submit monthly program reports. Perform administrative duties in a timely and accurate manner; routine email and phone messages, filing, periodic reports as required and requested.</p>

	<p>Stay current in the field of Disaster Response, disaster recovery and disaster case management.</p> <ul style="list-style-type: none"> • Network with other professionals in the field • Read related periodicals and websites • Attend training to enhance knowledge and training skill
Qualifications	<p>EDUCATION: Bachelor's Degree in Social Work, Sociology, Psychology or related field.</p> <p>EXPERIENCE: 3+ years case management or program management experience; 5+ years preferred. 3+ years supervisory experience; case management supervision preferred. Supervision of remote employees a plus. 3+ years in a customer service focused environment.</p> <p>LICENSES: Driver's License with clear record required.</p> <p>VEHICLE: Must have daily use of a vehicle without prior notice. Up to 40% travel within a multi-county region.</p>
Salary/Hours	\$25.00 hour
Address	535 Bandera Rd
City, State, Zip	San Antonio, TX 78228
Contact Person	Arnulfo R. Sandoval
Contact Title	Human Resources Generalist
Telephone Number	210-431-6466
Fax Number	210-431-6472
Email Address	asandoval@familyendeavors.org
Application Method	On line at familyendeavors.org
Opening Date	1 May 2017

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