

Job Title	Family Services Manager
Employer/ Agency	Alzheimer's Association
Job Description	<ul style="list-style-type: none"> The Family Services Manager reports to the Chief Program Officer and supervises staff and volunteers to ensure ongoing Chapter program excellence. The position is responsible for implementing Chapter-wide strategic delivery of care and support services, including but not limited to, care consultations, early stage engagement, and support groups. This strategy includes engaging volunteers and organizations, with special emphasis on reaching new and diverse audiences. Assist in revenue generation opportunities and support all Association fundraising events, including Walk to End Alzheimer's and The Longest Day. <p>Responsibilities Essential functions and responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> Supervise PCORI grant care consultants. Oversee training, administrative tasks, and care consultations related to the PCORI grant. Organize workflow and ensure that employees understand their duties or delegated tasks. Monitor employee productivity and provide constructive feedback and coaching. Deliver care consultation services for families in person, by telephone, or e-mail. Document and follow up, in an accurate and timely fashion, call interactions and interventions. Support recruitment, deployment, management, and retention of a diverse volunteer team to expand service delivery of education and support programs Develop and cultivate new, sustainable strategic organizational partnerships in order to increase Association reach. Develop an informed, community-focused service delivery plan by leading and conducting Community Forums. Work with the Data Management Team and Grants Manager to ensure data quality and timely submission of grant reports.
Qualifications	<ul style="list-style-type: none"> Master degree in social work, psychology, or counseling required. Licensure (LSW, LCSW) preferred. 3-5 years' experience in a healthcare setting, preferably in geriatrics or mental health with expertise in dementia. 3- 5-years of supervisory experience. Experienced clinical/counseling skills in listening, assessment, empathy, advocacy, negotiation, referral, and closure. Bilingual skills (Spanish/English) preferred <p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> Strong interpersonal skills Excellent organizational skills with strong attention to detail. Strong time management skills and ability to multitask. Ability to work with all levels of internal staff, outside clients, volunteers, and donors. Professional attitude and appearance.

	<ul style="list-style-type: none"> • Computer proficiency in Microsoft Office and agency data collection systems.
Salary/Hours	Full-Time
Employer/Agency	Alzheimer's Association
City, State, Zip	Houston, TX
Application Method	To Apply: https://jobs.alz.org/family-services-manager/job/16897345
Opening Date	Immediate

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