



## Job Description

**Job Title:** Family Subsidy Program Manager  
**Department/Unit:** Family Subsidy Services  
**Reports To:** Director of Family Subsidy Services  
**FLSA Status:** Exempt/Non-Union Member  
**Hours:** 40/week

**POSITION SUMMARY:** The Family Subsidy Program Manager manages a team of staff who provide subsidy eligibility determination and case management services to low-income clients or perform other related support functions within the department. The Subsidy Program Manager has the passion and skills for recruiting and developing dynamic team members, collaborating with colleagues to ensure accessible services that continually adapt to evolving client needs, and being an enthusiastic and effective ambassador for Children's Council to our clients, funders, and community partners.

### RESPONSIBILITIES:

#### *PROGRAM ADMINISTRATION AND DEVELOPMENT:*

- Ensure the highest level of performance and stewardship for multiple child care subsidy contracts with funders including California Department of Education and San Francisco Office of Early Care and Education.
- Develop, communicate, and integrate policies and procedures to ensure efficient, accessible client services and data reporting in accordance with all applicable Federal, State, and Local law and regulations, and funder or other auditor requirements.
- Develop, implement, and revise metrics to evaluate department service and performance.
- Provide client service to parents, providers, or other relevant parties around child care provider eligibility, payments, or related work.
- Create and maintain relationships with funders and other stakeholders to demonstrate the impact and effectiveness of Children's Council services in support of continual expansion and improvement of child care services.
- Develop and maintain program handbooks and other hard-copy policy/procedural collateral, website content, and other information portals to ensure all client-facing information is current, accessible, and audience-appropriate.
- Manage or coordinate department or cross-team projects related to program infrastructure or technological improvements to ensure service delivery that is integrated, accessible, and leverages all available technologies.
- Critically analyze and strive to align, restructure, or otherwise evolve services in the best interest of clients, and enthusiastically contribute to organizational efforts to accomplish these goals.
- Represent Children's Council during all audits or other official inquiries about family/child eligibility, payments, or related work.
- Actively participate in local, state, or nationwide efforts to streamline or improve the effectiveness and delivery of client services or to advocate for additional public or private investments in child care and early education.
- Plan and conduct or coordinate outreach activities (presentations, forums, fairs, etc.) to promote Children's Council services to the community.
- Other related duties as assigned.

#### *STAFF RECRUITMENT, DEVELOPMENT, AND PERFORMANCE MANAGEMENT:*

- Recruit qualified, hard-working, and enthusiastic candidates who produce excellent results for open positions within the team.
- Ensure the appropriate orientation and training of staff to their roles, responsibilities, and skills needed to perform their job at the highest level.

- Provide the necessary support for staff to perform at their highest potential including by establishing expectations and goals, providing timely performance feedback through both informal communication and formal written reviews, and engaging in ongoing coaching and counseling.
- Help staff identify and build on their strengths or expand their knowledge and skills in specific areas by creating opportunities contribute to department, organization, or system-wide efforts.
- Conduct team meetings to promote team cohesion and encourage reflection and peer learning.

**QUALIFICATIONS: Required**

- BA Degree in Child Development, Social Work or related field required,
- Supervisory experience preferably in a non-profit child care subsidy or social service agency.
- Ability to critically analyze information from a variety of sources.
- Ability to work effectively with various collaborations including funders and internal/external partners.
- Strong public-speaking and presentation skills; ability to lead effective inter-agency collaborative meetings.
- Expansive knowledge of the child development field as well as dynamics of low-income, homeless, and CPS families.
- Availability to travel locally and work some evening/weekend hours.
- Commitment to social justice, empowerment of families and support for diversity.
- Ability to advocate for children and families at policy, regulatory and administrative levels.
- Ability to work effectively with team and with a diverse population and staff.
- Excellent organization, written and verbal communication skills.

**QUALIFICATIONS: Preferred**

- Bilingual, Spanish or Cantonese
- Knowledge of San Francisco child care and family services communities preferred.
- CDE, Program Director and or Site Supervisor Permit a plus.

**How to apply:**

Please submit your cover letter, and resume: to [careers@childrenscouncil.org](mailto:careers@childrenscouncil.org).

Please be sure to put Family Subsidy Program Manager in the Email Subject line.

Children’s Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We encourage candidates from a wide range of backgrounds to apply. Individuals seeking employment at Children’s Council are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.