



Job Description- Family Services Manager

General Summary:

Under the direct supervision of the Assistant Division Director of Family Services, Family Services Manager is responsible for monitoring staff, parent, provider files and case management software for accuracy, timeliness and compliance with applicable County, State, and/or Federal Regulations, contract terms and conditions.

Essential Functions:

Within a teamwork environment, the essential functions of the job include the following responsibilities:

- Maintain current knowledge of the contractual requirements for California Department of Education and Department of Public Social Services, as well as implementation of changes as directed by the funders.
- Ensure that all participants are provided with information regarding parental choice and other program requirements.
- Conduct on-going review and follow-up of parent and provider files for accuracy and timeliness as well as overseeing the overall quality of the data entered in the Case Management Software.
- Responsible for analyzing program data as well as overseeing programs to ensure that effective systems are in place to secure the integrity of the programs.
- Responsible for the hiring, supervising, training, evaluating, and conducting regular meetings with staff to ensure program compliance.
- Develop and implement group or individualized staff training/re-training based on errors identified via internal/external audits.
- Responsible for preparation of program audits as well as developing and executing corrective action plans, as appropriate.
- Must work as a team with Assistant Division Directors and Vice President of Child Development on outreach efforts, and recruitment of families for all programs.
- Maintain open lines of communication with Center Based Staff to ensure the maximum possible enrollment at all of the Sites.
- Prepare and submit reports accurately and timely, as needed by the department.
- Work closely with the Assistant Division Director in developing effective ways to improve overall quality, maintain preventive internal controls, and minimize inefficiencies identified in the programs.
- Assist with updating forms, policies and procedures to ensure quality service to our clients.
- Assist with any required data migration, implementation of upgrades to case management software, provide technical assistance to other users, report any glitches identified in the system to the Assistant Division Director and/or the vendor.
- Attend assigned meetings, conferences, and/or trainings related to Child Development programs.
- Perform other duties as assigned.

Job Requirements:

- Must have a Bachelor's degree from an accredited college or university, preferably in social services, human services, or child development, and minimum three (3) years of paid experience in a position working with state or county funded programs.
- Excellent interpersonal skills and the ability to deal with concerns in a positive, unbiased, and ethical manner.
- Required to be fluent in both English/Spanish, (read, write and speak). -
- Ability to make recommendations to Assistant Division Director of Family Services to resolve any issues relevant to the overall quality of the programs.
- Must have computer proficiency using Microsoft Office, Excel, and previous experience in overseeing staff and/or programs.
- Have exceptional attention to detail, time management, and organizational skills
- Must possess own transportation, maintain a current California driver's license, and provide on-going proof of current vehicle insurance.
- Must pass a Criminal Background check.

Salary Range:

There are three steps in this salary range from \$30.00/hour. The initial salary starts at Step 1.

Benefits Package:

We offer an excellent benefit package which includes Medical, Dental, Vision, Basic Life and AD&D, Voluntary Life, Accident, and Critical Illness insurance options along with a generous Paid Time Off program, 10 Paid Holidays and a 401 (k) retirement plan with a generous Safe Harbor Match and an annual profit sharing contribution, (vesting applies).

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Intermittent or sometimes continuous sitting, walking, standing, bending, squatting, climbing, kneeling, and twisting.
- Daily typing and use of computer for a minimum of four to eight hours per day.
- Must be able to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead.
- Must be able to lift up to 20 lbs.
- Abilities required by the job include near and distance vision, talking, and hearing.

Application Information:

International Institute of Los Angeles (IILA) is an equal opportunity employer. All applicants are required to complete an IILA employment application found on our web site at www.iilosangeles.org

Please send your resume and completed application to:

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