



San Rafael, CA
Serving Marin, Sonoma, Napa and Solano Counties
Since 1983

JOB DESCRIPTION PROGRAM MANAGER FAMILY EMPOWERMENT CENTERS

Salary: \$60,000-67,000 annualized, if Full Time; can be Part Time, at least 70%
Competitive Benefits
Location: San Rafael, CA required
Status: Exempt
Reports to: Director of Programs

ORGANIZATION OVERVIEW

Matrix Parent Network, a nonprofit located in San Rafael, CA and has provided support to parents and families with children with special needs since 1983. Our budget is approximately \$1.1 million. Serving Marin, Sonoma, Napa and Solano counties, we provide critical forms of support to parents, including a parent call-center, family resource center, support and referrals to parents, educational workshops, peer support in English and Spanish, educational materials, and support to parents and families during IEP/school meetings. We are excited about new opportunities to expand our services to families with children with special needs.

Matrix is funded through the CA Department of Developmental Services, CA Dept of Education and the Federal Office of Special Education Programs. We work in partnership with related organizations throughout the Bay Area.

POSITION SUMMARY

Oversees all functioning and productivity of a program team that implements the newly forming **Family Empowerment Center in Marin, as well as existing FECs in Sonoma, Napa and Solano**. Responsible for supervision, quality assurance, data collection, reporting, budget management and decisions, achievement of grant objectives, and team performance. Works with Program Director to carry out strategic department and organization goals.

Our ideal candidate is a highly motivated and energetic team builder with experience managing people in a positive and inspiring manner, who is forward thinking and passionate about the delivery of services to our client families. The candidate advocates for the client community and builds coalitions that leads to system and process changes. The candidate

has demonstrated knowledge and experience with related service systems and possesses an understanding of the parents' perspective of disabilities issues.

SPECIFIC RESPONSIBILITIES

Staff Supervision: Supervise, train and evaluate the performance of staff and volunteers. Hire and train new staff as necessary for carrying out grant requirements. Typically requires 3-4 FTE Spanish and English speaking Parent Advisors who also have outreach duties.

Community Outreach and Networking: Ensures the community, including schools, nonprofit organizations and healthcare providers are aware of the FEC services. Builds and maintains important relationships in the county, and regularly attends related professional meetings, events, community fairs and festivals to promote the program.

Quality Assurance: Ensures that the highest quality of service is delivered to families and professionals through direct service, staff and volunteers. Identifies and implements new strategies and technologies to improve program services. Identifies staff training needs and opportunities to maintain high quality staff. Responsible for ensuring the team has appropriate equipment to perform job duties. Maintains confidentiality of all client related services.

Fiscal Management/Additional Resources: Assists with departmental budget development and remain within budgetary guidelines. Completes all budgetary reporting requirements needed by Director of Finance and adhere to all timelines for all assigned grants or projects. Provides information as needed to the development team in the acquisition of new and ongoing funding sources as requested.

Information Management/Reporting: Responsible for timely collection and summary of all program data, reporting and information management that may be required from the department for purposes of reporting to funders. Ensures responsible use of available technology and equipment, reducing risk to network operations.

Program Performance: Responsible for the accomplishment of all required program goals, objectives and timelines required by the government funded grants. Responsible for some direct service including the implementation of content-based workshops and individual consultations to families. In conjunction with Communications staff, responsible for ensuring all web-based information regarding the program and its activities, including brochures, program webpages and videos are of high quality and up to date. Oversees all department events and ensures quality of information delivered. Performs duties and attend meetings in person or virtually, on camera.

Performs other duties as required.

QUALIFICATIONS AND SKILLS

- Bachelor's degree in social work, health, education or comparable experience
- Minimum 3 years' experience working with families with special needs and/or

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- special education; personal experience with disabilities preferred
- Bilingual English/Spanish a plus
- Ability to provide leadership and foster teamwork in work groups
- Strong public speaking skills and the ability to present Matrix material in a clear and concise manner
- Excellent written and oral communication skills
- Must be computer literate with proficiency using the internet, MS Office Programs (Power Point, Word, Excel), Sharepoint, Google Drive
- Strong interpersonal skills and ability to work effectively with families, staff, and professionals
- Strong organizational skills
- Ability to travel within the Bay Area
- Ability to perform duties from all Matrix locations
- Ability to work some evening and weekends

BENEFITS AND SALARY

- Salary Range \$60,000 to \$67,000 if full-time, DOE
- Health/Medical Benefits
- Paid Vacation and Sick Leave
- Partial remote with some flexibility with schedule during business hours

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin or any other status protected by applicable laws or regulations.

PHYSICAL REQUIREMENTS

Ability to sit for extended periods of time while using office equipment. Function in activities of walking, bending, squatting, reaching, and some lifting of supplies and materials. CDL required and car insurance. Mileage reimbursement available.

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