

Program Manager, CPA Clear Lake Office

We are seeking a **Program Manager**, full-time, to oversee the case management activities, home development and recruitment activities, and intake/discharge coordination for the **Clear Lake** office. The Program Manager will provide operational oversight and supervision to all assigned CPA staff. The position will manage and ensure service quality, documentation compliance, and will work closely with other Program Managers as needed.

What you will be working on (essential duties not limited to the following):

- Ensures compliance with all local, state, and federal laws including Pathways' policies and procedures
- Ensures that assigned Family Specialists complete their job duties in a timely and professional manner
- Reviews and approves Home Studies, Action/Safety/Crisis Plans, placements, subsequent placements, transfers, and discharges
- Uploads/completes all documentation within 2 business days
- Meets regularly with Family Specialists to discuss caseloads, service provision, and documentation compliance
- Provide supervision for all assigned staff. Supervision needs will be evaluated based on experience, minimum standard requirements and the needs of the staff
- Attends court hearings as needed
- Facilitates monthly staff meetings
- Develops professional relationships with other peers in the field such as DFPS representatives, private agencies, and supporting agencies
- Responds to inquiries from regulatory bodies in a timely manner
- Completes other duties as assigned by the Regional Director
- Regularly audits client and family records and provides feedback to staff
- Reviews PMET data quarterly
- Continually assesses the need for training, keeps supervisor informed of all quality of care issues. Selects and orchestrates regular training opportunities for assigned team
- Collaborates with Performance Improvement staff in all program development and improvement efforts

What you will bring along:

Education & Experience

- **Option 1 – Educational Qualifications** - A master's degree from an accredited college or university in social work or other human services field and nine credit hours in graduate level courses that focus on family and individual function and interaction. **Professional Qualifications** - Two years of documented full-time experience in a child-placing agency conducting child-placing activities.
- **Option 2 – Educational Qualifications** - A master's degree from an accredited college or university and nine credit hours in graduate level courses that focus on family and individual function and interaction. **Professional Qualifications** - Three years of documented full-time experience in a child-placing agency conducting child-placing activities.
- **Option 3 – Educational Qualifications** - A bachelor's degree from an accredited college or university in social work or other human services field and nine credit hours in undergraduate level courses that focus on family and individual function and interaction. **Professional Qualifications** - Four years of documented full-time experience in a child-placing agency conducting child-placing activities.
- **Option 4 – Educational Qualifications** - A bachelor's degree from an accredited college or university and nine credit hours in undergraduate level courses that focus on family and individual

function and interaction. **Professional Qualifications** - Five years of documented full-time experience in a child-placing agency conducting child-placing activities.

Knowledge, Skills, & Abilities

- Thorough working knowledge of needs of children placed in substitute care
- Ability to support the agency's culture, growth, and success through communication, accountability, and positivity
- Ability to be clear headed and decisive based on the scope of the position
- Ability to work efficiently and effectively both individually and as part of a team
- Ability to appropriately accept feedback through the supervision process - thus displaying the willingness to learn, grow, and improve
- Effective oral and written communication skills
- Skilled in approaching care/services from a strengths-based perspective
- Competent in using Microsoft Word, Excel, Power Point, Go To Meeting, the Internet, and other software applications
- Effective organizational skills
- Strong problem-solving skills
- Effective leadership skills

Submit your resume to coshman@pathway.org for consideration for this extraordinary opportunity to positively impact a child's life. Pathways is an equal opportunity employer.