



You'll feel better inside.

Support and Family Programs Manager

Department: Programs; Support Groups and Counseling, Child and Family
Supervised by: Director of Programs
Supervises: Sr. and Oncology Support Counselors, Oncology Social Work Navigators, Child and Family Support Specialists
Status: Fulltime, salaried, exempt

Summary of Position

The Support and Family Programs Manager is responsible for overseeing and advancing a range of programs under the direction of the Director of Programs. A leader within the organization, this position is responsible for planning, supervising, and delivering support, counseling, and networking and education programs at Wellness House. As a member of the Leadership Team, this person both supervises clinicians in the direct delivery of services as well as collaborates with the leadership staff in advancing the overall goals of the organization.

RESPONSIBILITIES (100% Program Responsibilities)

Direct Work with Participants (30% of the time)

- Serve as group facilitator for support, networking, and bereavement groups for individuals affected by cancer diagnosis both at Wellness House and at off-site locations. This includes planning and preparation for groups as well as appropriate follow up with participants.
- Conduct individual participant consults, as part of the Participant Engagement Process, for the purpose of identifying suitable programs to attend at Wellness House and/or provide support for cancer-related transitions.
- Assist new participants in identifying goals for participation in Wellness House and follow up with participants at appropriate intervals to monitor progress and provide resources and assistance as needed.
- Provide short term individual counseling as needed.
- Identify outside referral source when needed and make appropriate referrals.

Program Outreach and Program Support (20%)

- Develop program policies and procedures including eligibility criteria, and method for participant goal setting and program evaluation
- Identify and develop opportunities for new and innovative programming
- Identify other organizations, experts in the field, and/or psycho-social oncology services to collaborate with and from which to learn and stay abreast in the field
- Participate in the marketing of programs through speaking engagements and other activities; cultivate collaborative relationships that result in greater awareness of Wellness House Programs and increased referrals to Wellness House.
- Serve as a liaison and/or participate in other civic or development activities as directed by the Directors

Managerial (40%)

- Model for staff, and actively engage and contribute to, a healthy, stimulating, productive work environment where all constituents, participants, staff, volunteers, donors can “feel better inside.”
- Provide leadership and coordination of intake processes and procedures, support and networking groups, and counseling services.
- Provide supervision, management and support for clinicians providing direct service.
- Identify program goals as part of the annual Program Plan; understand program utilization trends; monitor key performance indicators related to Support Programs
- Facilitate team discussions to develop group policies and procedures including the purpose of group, eligibility criteria, and method for participant goal setting and program evaluation.
- Oversee recording of all direct and indirect service efforts into database system.
- With other Managers, participate in the Program Evaluation Committee; utilize evaluation feedback to inform future program planning.
- Participate in strategic planning for the organization.
- With other Managers and Directors, provide input on policies and procedures and offer suggestions for ongoing improvements in processes. Identify and develop, as needed, new policies and procedures.
- Oversee all operations related to the Support Groups and Counseling as well as Child and Family Programs offered at Wellness House and off-site as requested. Ensure programs have adequate resources and supplies.
- Contribute to grant applications and ensure appropriate data is collected to meet grant requirements; ensure accurate completion of program related grant reports.
- Develop and monitor the program budget. Approve departmental expenditures.
- Serve as a fully participating member of the Leadership Team.
- Report to the Office Manager and the Director of Programs, in a timely manner any observations of malfunction or inadequacy of the Wellness House facility such that it would compromise the safety of staff and/or participants, as well have a negative impact on the delivery of Wellness House programs.
- Track and facilitate professional development goals and opportunities for members of the team.

Other (10%)

- Protect organization's value by keeping information confidential
 - Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
 - Perform general tasks and other duties as assigned
- Attendance at Meetings Required***
- All Staff meetings (monthly)
 - Departmental team meetings (monthly or as needed)
 - Leadership Team meeting (monthly)
 - Group Supervision (weekly)
- Attendance at Events Required***
- Annual Walk (a work assignment will be given)
 - Three additional program events per year (a work assignment will be given). These work assignments may be outside of your normal work schedule; you will work with your manager regarding the details.

Performance Measures:

- To be filled in each year during annual evaluation, by employee and supervisor

QUALIFICATIONS:

- Education: Master's degree or higher in psychology, social work, or related field; must be licensed as; MSW, LCSW, LCPC, or Ph.D.
- Job Experience: Minimum five years professional experience; included is 2 years management experience with staff supervision; past clinical experience with an adult population, preferable experience with chronic illness; experience with program design, implementation, and evaluation.
- Special Knowledge & Skills: Knowledge of the psychosocial effects of cancer diagnosis; group facilitation skills; knowledge and aptitude working with Microsoft Office.
- Demonstrated Competencies: Solid organization and planning skills; ability to communicate effectively both verbally and written; ability to collaborate with peers and provide constructive feedback to others; results orientation; ability to handle multiple priorities; innovative thinker; initiative; highly ethical; ability to work within a team and motivate others; commitment to the mission of Wellness House.

Wellness House is an EOE.