



## Social Services Manager Role Description

**Reports to:** Senior Program Director

**Job Category:** Salaried – Full time

**Job Location:** Remote with attendance at in-person meetings in Central Ohio. Some evenings on a weekly basis required and occasional Saturdays and Sundays required.

### About Families Flourish:

Families Flourish (Flourish), a nonprofit organization, is an innovative program to improve life outcomes for children and their families by creating opportunities for residential and financial stability. Families Flourish offers a 3-year program that transforms the lives of low-wage working families and their children by providing a comprehensive path to economic mobility and wellness. This is accomplished through life coaching, rent support and monthly required programs that promote housing and economic stability, career advancement, and generational change for their children.

### The Social Service Manager's role at Families Flourish:

The Social Service Manager's role empowers participants in the Families Flourish program to overcome the challenges they experience. The person who assumes this role understands that their primary focus is providing additional resources and support to participants with challenges beyond the coaching relationship's scope. This position works broadly with participants in the program to connect them to resources and provides case management to participants who need additional support. The position takes a leadership role in group programming, programming education, building partnerships with organizations and individuals in Central Ohio who compliment the Families Flourish programming. The SSM works on other projects that support the program team. This position works in partnership with other Social Service Managers. This position is primarily remote, but **attendance at in-person meetings and programs in central Ohio is required.**

## **Specific Tasks:**

This role has responsibilities in several areas: program education, group management including case management, and administrative with the following core tasks:

- **Monthly Program Coordination**
  - Facilitate and organize programs for all 6 groups that meet monthly.
  - Recruit and foster relationships with organizations and individuals who lead programming.
  - Lead group programming with Flourish participants.
  - Lead educational programs when needed.
  - Coordinate and plan periodic in person programming.
- **Manage and Implement Special Programs**
  - Coordinate special areas of educational focus including but not limited to mental health and child development.
  - Build relationships with strategic community partners willing to act as educational resources for educational programming.
  - Identifies programming needs and trends and proactively communicates this to the Senior Program Director. Creates new programming and updates curriculum when needed.
- **Manage the Flourish Early programming for parents and children ages 0-5.**
  - Coordinate with partners to ensure seamless programming
  - Work with team member who will ensure collection of data and input into our CRM
  - Prepare and provide regular reports on the programming
  - Attend Flourish Early programming when needed.
- **Participant Selection Process**
  - Participate in outreach efforts to identify potential applicants for the Families Flourish program.
  - Actively participate in the participant selection process including interviews and application reviews.
  - Complete “pre-coach assignment” work including pre- move-in and move-in stages. This would include working with participants to prepare for school enrollment, daycare providers, identifying funds needed for moving, furniture, loans, etc.
- **Management of Groups**
  - Directly manage two groups of families with each group having appx. 16 families.

- A group of approximately 16 - 18 participants will begin the program and change residences twice a year; having flexibility with the high demand during these critical transition periods is required.
- May periodically meet with participants in their home or other locations.
- Acts as a liaison between coaches, participants, and the resource personnel of agencies.
- Identifies key community specialists based on need
- Coordinates referral to social services agencies
- Monitors (results-orientated) the progress on addressing social service needs
- Assists with issues related to school, educational needs, resources, housing, finances, and other areas that impact stability and wellbeing.
- Provides case management to participants who need additional support. Meets with participants regularly, connects them to needed resources and provides ongoing one on one support around self-sustainability.
- Acts as an additional resource for participants who require more specific education in renter's issues such as: paying rent on time, addressing housing concerns with landlords, complying with rental agreements, etc.
- Protects participant confidentiality.
- Inputs and monitors all necessary documentation such as rent payments, income, job changes, credit scores, participation, general case notes etc. in the CRM.
- Assists in collecting assessments generated by the program and the evaluation teams and all other surveys required of participants and/or coaches.
- In the event a participant faces a financial emergency, assist the participant and coach to access emergency funds in the community and then from the Families Flourish Emergency Fund.
- Send out communications and updates to families and coaches.
- Other duties as assigned.

### **Skill Requirements for Social Services Manager**

- LSW or comparable licensure or experience
- Experience working in case management and/or social work
- A broad knowledge base regarding community services and agencies in Central Ohio
- Respect for the population served by Families Flourish
- Technology proficient including Microsoft (SharePoint, Teams, Word and Excel) and the willingness and ability to learn new systems when needed

- Ability to use databases including a CRM database for coaching notes, other software for application process and impact measurement
- Has a strong base in understanding the needs of families with children including the 0-5 population. Is knowledgeable in resources and referrals, especially as it pertains to parental stress, developmental delays, parenting, and school-related issues
- Experience leading group education both in person and virtually; experience in mental health wellness is a plus.
- Ability to lead programming with warmth in a way that promotes engagement.
- Has strong background in assisting participants with conflict resolution such as it pertains to landlords and property management issues, employment and/or educational issues
- Understands and adheres to professional confidentiality and mandated reporting regulations
- Has a Growth Mindset, interpersonal skills that help establish rapport, and appropriate professional boundaries
- Has the flexibility to dedicate more time to participants during the participant onboarding process
- Has experience or training in trauma-informed strategies, implicit bias knowledge and/or training, and family-centered approaches
- Experience working with individuals on an ongoing basis and working with them to set and reach goals especially around self-sustainability
- Available to work flexible hours: Available for scheduled evening coaching team meetings and participant programs 3-4 times a month, and one to two additional evenings each week, and occasional Saturdays and Sundays are required
- Position is primarily remote but **attendance at in-person meetings and programs in central Ohio is required**
- Willingness to make a long-term commitment to Families Flourish

## Compensation

Range of \$56,000 - \$64,000 annually depending on experience, paid holidays, PTO.

## Application process:

Please send a cover letter, resume and a list of three professional references by email to:  
[Jamie.Sager@FamiliesFlourish.org](mailto:Jamie.Sager@FamiliesFlourish.org).



Failure to submit all requested materials may result in your application being rejected.

No phone calls, please.

**Note:**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Families Flourish is an equal employment opportunity employer. The Company’s policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, religion, national origin, age (40 and over), disability, military status, genetic information or any other basis protected by applicable federal, state, or local laws. Families Flourish also prohibits harassment of applicants or employees based on any of these protected categories. It is also Families Flourish’s policy to comply with all applicable federal, state and local laws respecting consideration of unemployment status in making hiring decisions. We encourage individuals from all backgrounds to apply.