

Job Description

Job Title: Healthy Families Program Manager

Reports to: Program Director

FLSA Status: Exempt

The Center for Healthy Families is an innovative not-for-profit organization located in Columbus, Ohio for the purpose of engaging pregnant and parenting teens and their children in opportunities to acquire self-sufficiency capabilities of health and well-being, positive networks, education, and employment through a coordinated network of highly effective community services. For more information see www.centerforhealthyfamilies.org.

Program Purpose and Essential Function of the Role: The Program Manager (PM) will provide strategic leadership and oversight for Healthy Families America (HFA) and Healthy Families Connections (HFC) Programs. This role is responsible for ensuring effective execution of program services, maintaining compliance with all relevant policies, procedures, compliance with HFA accreditation standards and guidelines. The position involves hands-on management of HFA and HFC staff, HFA billing, budgeting, training, quality assurance, and evaluation. The PMs are also responsible for ongoing collaboration with community/state partners, public relations, and maintaining positive working relationships with early childhood partners and providers. The PM will also focus on developing and supporting staff to align with the Center's goals, with a strong emphasis on continuous improvement and regulatory compliance.

Key Responsibilities:

Program Oversight & Implementation

- Provide leadership for the overall HFA program, including the HFC program.
- Ensure fidelity to the HFA model, including maintaining compliance with national accreditation standards.
- Work with the Program Director to develop strategic planning, implementation, and evaluation of all HFA services, including outreach, intake, home visiting, and follow-up support.
- Work with the Program Director to develop and maintain policies, protocols, and quality improvement plans.

Healthy Families Connection

- Supervise Connection staff who engage with families in hospitals, clinics, and community settings.
- Ensure timely and accurate screening, assessment, and triage to appropriate levels of service, including enrollment into home visiting or linkage to other community resources.
- Monitor outreach metrics and effectiveness, adjusting strategies as needed to reach priority populations.

Staff Supervision & Development

- Supervise Home Visitor's, Resource Advocate's, and Program Supervisors.
- Facilitate reflective supervision, coaching, and staff development aligned with best practices in home visiting.
- Promote a positive, trauma-informed, and equity-centered workplace culture.

Community Collaboration

- Cultivate strong partnerships with local hospitals, clinics, community-based organizations, and early childhood networks.
- Represent the HFA and HFC programs in community coalitions and advocacy efforts.
- Lead cross-sector collaboration efforts to ensure seamless service delivery and coordinated care for families.

Quality Assurance & Evaluation

- Monitor service delivery data, family outcomes, and staff performance using HFA-approved tools and internal databases.
- Lead continuous quality improvement processes, including program audits and self-assessments.
- Prepare reports for funders, stakeholders, and national accreditation bodies.
- Lead the preparation for and response to the Healthy Families America accreditation process.

Management Functions

Manage all program staff, including full and part-time employees, fee-for-service staff, academic interns, and volunteer personnel who help promote and deliver organization-sponsored services. Participate in recruitment and selection of all program staff.

- Build a high-performing team; manage, train, develop, motivate, and delegate assignments.
- Arrange for and supervise volunteers and college/university interns, when approved by the President & CEO.
- Regularly communicate with all program staff and facilitate frequent program staff meetings.
- Plan and utilize professional development opportunities to the mutual benefit of own career and the organization and serve as role models and advisors to program staff regarding their professional development. Be a servant leader; guiding and supporting the team for success.
- Conduct performance reviews annually and address performance issues timely, including any employee relations matters that need to be discussed and documented.
- Manage all administrative duties associated with new hire on-boarding, payroll, PTO tracking and approvals, leaves of absence, and any issue resolution requirements working with the appropriate parties including third party vendors.

Other Duties as Assigned

- Support organizational initiatives, special projects, and cross-program collaboration as needed.
- Participate in agency-wide meetings, planning efforts, training sessions, and events.
- Perform additional tasks or assume new responsibilities aligned with the evolving needs of the program and organization.

Qualifications:

Minimum Requirements

Education:

- Bachelor's in Social Work degree with related discipline experience, (i.e. social work, non-profit administration, managerial/supervisory expertise, program and employee development)
- Master's Social Work degree preferred or equivalent expertise in a related discipline, (i.e. social work, non-profit administration, managerial/supervisory expertise, program and employee development)

Experience:

- 6+ years overall experience with; background in HFA is recommended but not required.
- 3+ years in management with direct reports
- Strategic and courageous leadership capabilities; managing and leading employees, building a high-performing team and program with a focus on continuous improvement
- Non-profit experience and comfortable working in a small organization a plus
- Experience working with or some knowledge of a variety of community human service organizations/resources

Essential Knowledge, Skills, Behaviors:

- Ability to work independently and within a team setting
- Excellent oral and written communication skills
- Strong business, leadership, and management acumen including interviewing skills
- Multimedia skills and proven experience
- Ability to present new ideas, approaches and information clearly
- Outstanding attention to detail and organizational skills
- Ability to manage multiple projects effectively, as well as manage and meet deadlines
- Diligent work ethic and insatiable desire to learn and develop skills
- Ability to acquire new knowledge quickly
- Strong interpersonal & communications skills, self-starter, and highly motivated
- Strong attention to detail and time management
- Empathetic; cultural sensitivity/awareness

- Collaborative, ability to build strong relations internally across functional areas and externally with partners, allies, constituents, and volunteers
- Commitment to The Center for Healthy Families' purpose and values
- Proficiency in Microsoft Office products (Word, PowerPoint, and Excel)
- Creativity and entrepreneurial skills

Compensation: Competitive salary and fringe benefits

For full consideration, all submissions must include resume and a cover letter including salary requirements, licenses, certifications, and experience.

The Center for Healthy Families' policy is to recruit, hire, and promote job applicants or employees without regard to race, religion, color, national origin, ancestry, sex, age, disability, genetic information, or any other class of persons protected by applicable law. Decisions on employment and promotions are based solely upon an individual's qualifications, with reference to the responsibilities and skills required of the position for which the individual is being considered.

Job Type: Full-time

Benefits:

- Dental insurance
- Employee assistance program
- Employee discount
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Vision insurance

Schedule:

- Monday to Friday (occasional weekends for community events)

Work Location:

- One location