

Are you passionate about helping others? Do you want to unleash your purpose and potential?

Come join our dynamic social service enterprise as we help over 200,000 individuals across the Chicagoland area.

Position Title: Family Services Manager

Company: YWCA Metropolitan Chicago

Salary: Commensurate upon experience

Classification: Full Time; Exempt

Reports to: Director Child and Family Development

Location: PMC (temporarily remote)

YWCA Metropolitan Chicago is the oldest and largest women's organization in the region, with a mission to eliminate racism and empower women. To learn more about the YWCA Metropolitan Chicago, please visit our website at <https://ywcachicago.org>.

SUMMARY: The Manager will analyze and evaluate operation of the program and organize and control all data and budgets. The Manager will lead the professional development and management of staff. The Manager will participate in organizational wide initiatives and support and cultivate the growth and future mindset of the YWCA Metropolitan Chicago. The Manager ensures best practices & quality assurance. The Manager will identify new program initiatives/program operations and resource development

ESSENTIAL RESPONSIBILITIES:

- Ensures fidelity to funder and ensures that funder contractual obligations are met.
- Interviews, trains, develops, and oversees a staff of motivated, qualified employees that demonstrate professionalism, competence, cultural fit and executive functioning.
- Conducts Possibility Conversations bi- weekly with staff.
- Conducts FYI and development plans yearly with staff.
- Handles discipline and termination of employees as needed and in accordance with the YWCA Metropolitan Chicago.
- Participates in Manager's meetings and collaborates with the Child and Family Development team.
- Develops peer groups of support while developing and enhancing the programs.
- Build and supports a collaborative team.
- Holds bi-weekly staff meeting and clearly, concisely and in a timely manner communicates in writing the content to the Director of Child and Family Development.
- Manages all program data and reports required by funders.
- Completes timely and accurate reporting to accredited and obligatory entities for the program.
- Represents the organization in the community and builds a network of connections and support as well as promotion of YWCA services.
- Identify and build community relationships to strengthen the delivery of services and increased funding opportunities.
- Demonstrate strategic initiative and create plans yearly with the Director of Child and Family Development.
- Manage and pursue strategic resources.

- Manager will strive for consistency across the enterprise with their management, communication, and execution of programming.
 - Fiscal Management
 - Manage all expenditures, budgets and funding obligations as well as creating budgets.
 - Manager will generate revenue for the program and YWCA Metropolitan Chicago.
- Talent Management
 - Support professional development and promotion for the team.
 - Manage complex and diverse work within the team.
 - Demonstrate the ability to delegate and build skills across the team.

NON-ESSENTIAL RESPONSIBILITIES: Participate in administrative and program meetings, as appropriate.

OTHER DUTIES AS ASSIGNED: Other duties outside of the responsibilities of the position may be assigned, whether for a project, special needs task or other assignments, or participating in collaborations.

QUALIFICATIONS:

- Experience in Parents As Teachers Model preferred.
 - Minimum of 1-3 years' experience of managing teams, budgets and direct service in a human or social service role.
 - Excellent verbal and communication skills that are clear, concise and timely.
 - Excellent managerial skills
 - Extremely proficient in Microsoft Office Suite or related software to the YWCA and program specifications.
 - Self-motivated and detail oriented
 - Ability to evaluate a situation to identify weaknesses and possible solutions.
 - Ability to build mutual relationships of trust and respect.
 - Ability to understand other's perspectives.
 - Approachable, self-aware and open to new ideas.
 - Possess critical thinking skills and consistently identifies, gathers and applies relevant information to our work.
 - Action oriented, able to set priorities, and make timely decisions.
 - Highly organized and able to make and keep commitments (deadlines) and excel at workload and time management.
 - Ability to take initiative and is mission driven.
 - Is professional and culturally sensitive.
 - Possess enterprise wide thinking and strategic agility.
 - Financial acumen.
 - Demonstrates resiliency: is open to change, new perspectives, manages ambiguity, strives for continuous improvements.
 - Inspires team and co-workers and supports empowerment.
 - Has presentation skills. Intellectually astute.
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EDUCATION: Master's degree preferred or Bachelor's degree in Social Work, Non-Profit management, child and family development, or related field.

CERTIFICATION(s) REQUIRED: NA

WORK ENVIRONMENT: The essential functions of the position require operation of computers and other office equipment and movement between offices. The noise level is usually moderate. Movement requirements include walking, stooping or kneeling. There may be a need to reach or to lift objects, such as packages or supplies. Communication needs include seeing, hearing and speaking. There will be periods of sitting, holding a telephone and using computers. Reasonable accommodations will be made for an incumbent to meet the essential responsibilities of the position. This position is based at our Patterson McDaniel Family Center in Addison, IL located at 2055 Army Trail Road with travel to Elk Grove, Wheeling, Melrose Park, and Burr Ridge communities.

WORK SCHEDULE: Monday-Friday, 8:00-4:00 pm, days with some nights or weekends needed based on the program's needs.

Benefits Portfolio: Medical, Dental, Vision, Life, Flexible Spending (FSA), Transit, HSA, Short & Long Term Disability, Employee Assistance Program, etc.

YWCA Metropolitan Chicago is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. YWCA Metropolitan Chicago will provide reasonable accommodations for qualified individuals with disabilities.

If interested, please visit <http://ywcachicago.hrmdirect.com> to begin your application.

This job description is not intended to represent a complete list of all duties and responsibilities. There may be unplanned activities and other duties assigned.