

ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE
OCAPICA
JOB ANNOUNCEMENT

Title: Program Manager
FLSA: Exempt, Full Time with comprehensive benefits
Pay Range or Rate: \$70,720 - \$74,880/year

Division: OCAPICA – Adult Workforce
Supervisor: Program Director
Revised: September 2023

Summary

Under the supervision of the Program Director (PD), the Program Manager (PM) will oversee and manage OCAPICA's Employment Support and Post-Aid Supportive Services Program. The PM's primary responsibilities are to ensure that program staff are meeting outcomes, ensure participants are receiving timely and professional services, oversee program spending and budget, provide training to program staff, approve supportive service and incentive requests, verify inventory of supportive services, and attend required meetings with administrator. The Employment Support and Post-Aid Supportive Services Program will provide culturally and linguistically competent, family centered, strengths-based, and needs driven models of service, in which staff promote a self-sustaining lifestyle.

Essential Functions 100%

- Lead and oversee the development and implementation of supportive service and incentive issuance policies
- Provide direct mentoring and supervision to all program staff
- Ensure staff received proper training and attend required meetings
- Approve incentive requests for post-aid participants who meet time specific employment goals
- Purchase and distribute supportive service items to staff in accordance with contract
- Ensure program staff submit proper supporting documentation to finance team
- Review inventory of supportive services available and supportive services issued
- Ensure that OCAPICA's resource center is functional for participant use.
- Review program performance, program spending, and budget with Program Director
- Complete monthly reports as required by Contract Administrator
- Have program staff complete time studies as required by Contract Administrator
- Conduct file audits to ensure program compliance
- Collaborate effectively with other community organizations, local businesses, and counseling services to maximize opportunities for partners and effectiveness of program.
- Conduct outreach and recruitment of potential affordable housing opportunities
- Coordinate employment related events and activities, career fairs, employer advisory committees, career exploration events etc.
- Maintain timely and accurate documentation of services in accordance with agency and contractual guidelines for quality assurance.
- Participate in staff meetings, trainings, workshops and outreach events.
- Perform any other functions as needed by management and agency.

Minimum Qualifications - Knowledge, Skills and Abilities Required

- Bachelor's Degree from accredited college or university in Social Welfare, Business Administration, Public Administration, or in a human services related field; or an Associate's degree and four (4) years of experience in management and supervision
- Ability to work in diverse team of colleagues and populations
- Minimum 2 years of management or supervision providing consultation and collaboration with public or private partnerships and county agencies
- Bilingual applicants are desirable but not required
- Ability to provide case management services for different levels of care as required by the needs of the client and family members.
- Ability to work with high needs, at-risk populations
- Understanding of CalWORK's Welfare to Work Programs.
- Must have excellent networking and communication skills.
- Current and valid California Driver's License, proof of auto insurance, and reliable transportation.
- Ability to do some travel for conferences, meetings, and trainings.
- Will be required to work out of multiple offices as needed
- Verification of employment eligibility, and background clearance required.
- Ability to work evening, overtime, and weekends may be required.

Non-Essential Qualifications - Knowledge, Skills and Abilities

- Familiarity in job/career development, as well as with service providers, employers, and business sectors in the region.
- Ability to work independently.
- Ability to work some Saturdays. Office will be open every other Saturday. Staff will rotate to ensure coverage.
- Demonstrated knowledge and sensitivity to various cultures and underserved communities and their families.

Supervisory Responsibilities: This position requires supervision of any paid staff. Program Manager will have oversight of all direct service staff.

Environmental Conditions (Working Conditions): The environment for this position is an office environment (may include shared office space).

Physical Requirements: In the course of performing this job, the incumbent typically spends time sitting, standing, walking, typing, filing, listening and speaking, driving, and light lifting.

Mental Requirements: The incumbent in this position must be able to accommodate to any/all of the following: tolerance for distractions and interruptions. Uncontrollable changes in priorities/work schedules; be able to process information, think, and conceptualize.

Application Process:

Application deadline: **Open until filled.**

Please e-mail or fax a cover letter, resume and 2 professional references (past supervisors including e-mail address and phone number) to:

Email: careers@ocapica.org

FAX: (714) 228-9795

Please ensure that the email subject has the job title: Program Manager

No Phone Calls Please

Agency Background:

The Orange County Asian and Pacific Islander Community Alliance (OCAPICA) is dedicated to enhancing the health, and social and economic well-being of Asians and Pacific Islanders in Orange County, California. Established in 1997, OCAPICA works to improve and expand the community's opportunities through service, education, advocacy, organizing and research. These community-driven activities seek to empower Asians and Pacific Islanders to define and control their lives and the future of their community.

***Orange County Asian and Pacific Islander Community Alliance, Inc. (OCAPICA) is an
Equal Opportunity/Affirmative Action Employer***