

**Madonna Place, Inc.
COPE
Norwich, CT**

This is a great opportunity to help families and children. COPE (Community Outreach Plus Education) is Madonna Place's newest program which offers community outreach and case management support services for current and potential clients. COPE provides drop-in services including assessment, referrals, and emergency or crisis intervention for clients exhibiting mental health, behavioral health, substance abuse or domestic violence issues. The purpose of this program is to intervene preventatively with families and individuals before situations escalate to a crisis and to prevent more serious issues from arising. Madonna Place is located at 240 Main Street in Norwich, CT. The ideal candidate will have professional experience working with families and children, expertise in early childhood and child development, group facilitation, conflict resolution skills, and experience with crisis intervention and trauma informed care.

Madonna Place is an EOE/AA, Veterans encouraged to apply.

Program: COPE (Community Outreach Plus Education)
Position: Program Manager
Report to: Executive Director
Hours/week: 40 hours per week
Salary: \$52,000 to 54,000 for the annual salary (exempt)

Requirements:

- Master's Degree in Human Services field (preferred)
- 2+ years' experience working with vulnerable & diverse families & children required
- Supervising experience: 3 years (preferred)
- Social Work experience: 6 years (preferred)
- Experience working with families and children
- Must possess basic skills in MS Office Products (i.e., Word, Excel, Access & Outlook)
- State Driver's License and Auto insurance required
- Bilingual skills preferred

Responsibilities:

- Welcome families and assist them with completing intake paperwork
- Assess client needs
- Refer families to Madonna Place programs, and other community programs and services as appropriate
- Answer phones, route calls to appropriate staff, welcome visitors at the door
- Provide informal counseling, crisis intervention, parent education, and refer higher need situations to the Executive Director
- Assist in the facilitation of groups as needed: Circle of Security and Parenting Education Program
- Provide quality assurance including client satisfaction, and program oversight

- Maintain updated family information for the agency database including data entry, and reporting
- Review and ensure accuracy of staff administrative forms
- Maintain the data collection systems, compilation of program statistics and reports, and all program planning and evaluation efforts
- Write, compile, and complete all necessary grant documentation for applications and report submission
- Produce reports for the Board, grant funders, internal agency reports, and represent the program to funders and other community members
- Assist in selection of program staff; lead the orientation and ongoing training
- Provide ongoing supervision to 2 staff including: training, daily and crisis management support, 1:1 supervision, group supervision, and performance assessments
- Attend all meetings required by funders and/or agency, and professional and educational opportunities
- Educate and market programs to the public
- Build and maintain relationships with partnering and collaborating community organizations
- Oversee the purchasing, inventory, and distribution processes for the program

Agency Expectations:

- Follow the National Assn of Social Workers (NASW) Code of Ethics with regard to professional boundaries, client confidentiality and other professional ethics
- Participate in all individual and group supervision, team meetings and ongoing training
- Exhibit consistent attendance, punctuality, and responsible use of personal time with consideration of client/program/agency needs
- Educate and market program to staff and the general public
- Attend all meetings as required by funders or the agency
- Participate in professional and educational opportunities
- Ensure program services are culturally competent
- Positively contribute to the agency and staff morale
- Participate in agency events
- Comply with all agency policies and procedures as well as all State & Federal laws
- Perform other related duties as required