

## **Program Manager**

1. **Fiscal Management:** Responsible for sound fiscal management practices, including monitoring and staying within assigned and approved budget. Communicates with FRC Program Director about any significant shifts and makes recommendations for future planning as appropriate.
2. **Communication:** Consistently practices effective mission-based communication, encompassing helpfulness, dignity, respect and leadership across all levels of the organization, including but not limited to: representatives of funding sources, governmental and community organizations, and others in regular contact with the agency. Communicates effectively and respectfully with people from different racial, ethnic and cultural groups, and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.
3. **Internal Leadership:** Develops and maintains positive professional relationships with FRC Program Managers and staff at other FRC sites. In coordination with the FRC Program Director, participates in collaborative planning across the FRC Collective. Where applicable, coordinates with Program Director to work with the program-level advisory council.
4. **External Leadership:** Develops and maintains positive professional relationships with collaborative service providers, funders, and communities. Actively engages in community planning and county initiatives ensuring agency presence.
5. **Employee Development:** In accordance with Community Bridges personnel policies and collective bargaining agreements, and in coordination with the FRC Program Director and Human Resources Department, supervisory responsibilities include hiring, promoting, compensating, training, disciplining, scheduling, directing, terminating, developing and performance management of employees, interns, and volunteers. This includes holding regular staff meetings, providing individual supervision, and conducting annual appraisals.

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### **Program Manager – cont'd.**

6. **Strategic Planning:** Develops strategic plans, sets objectives based on goals, mission and values, gathers input and knowledge of others, adjusts and monitors plans in coordination with FRC Program Director to ensure responsive programming to the changing community needs. Ensures that improvements to center operations and programs, including procedures, methods and systems are implemented as directed.
7. **Development:** Participates in the renewal and acquisition of new foundation grants and government contracts by providing reports, writing proposals, letters, and other communications in coordination with the FRC Program Director. Works with the FRC Program Director and Fund Development Department to organize fundraising events, as well as assists with development and implementation of new projects and/or events, as needed.
8. **Seamless Service:** Ensures that adequate staffing and protocols are in place to provide seamless service during office hours. Willingness to step in as needed to perform front-line services such as advocacy and case management with program participants.
9. **Medi-Cal administrative Activities:**
  - Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
  - Coordinates Medi-Cal covered health services for a client. (6)
  - Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
  - Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
  - Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

### **Advocate I**

1. In rotation with other staff, greets clients over the phone and in person, assesses their needs, and provides them with information and/or referral to any relevant services; maintains a database of current community resources and services. (activities related to Medi-Cal outreach – 4)
2. Helps clients obtain, complete, and submit applications and forms for a variety of services, including housing, health insurance, education, employment, and others. (activities related to Medi-Cal application assistance – 8)
3. Provides immediate, short-term assistance to clients in crisis.
4. Provides basic life skills education.
5. Follows up on referrals and applications as necessary. (activities related to Medi-Cal case coordination and/or application assistance – 6, 8)
6. Collects, organizes, and records data about clients and services; enters data into a centralized system, and complies with the reporting requirements of all funders.
7. In collaboration with other staff, sets up and assists with the Center's food distribution.
8. Completes all training requirements, including maintaining any accreditation, as required by Community Bridges and its funders; engages in ongoing training and development to ensure effective programming.
9. Attends all required staff meetings.
10. Assists with all aspects of community events hosted by the Center.
11. Performs outreach to raise program visibility in the community—represents the program at events, distributes informational material, and maintains contact with other relevant organizations and government bodies. (activities related to Medi-Cal outreach – 4)
12. Assists in the training of new staff, interns, and volunteers through job shadowing.
13. May transport clients as needed. (Medi-Cal related transportation – 10)
14. May be required to work at other Family Resource Collective sites as needed.
15. Serves as a State Mandated Reporter for vulnerable populations.

Continued on following page

**Advocate I – cont'd.**

16. Communicates and works effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs. Will work with specialized populations that may include the homeless, foster families, youth on probation, and others.
17. Develops and maintains positive community relationships with clients, coworkers, supervisors, partners, stakeholders, and the public.
18. In accordance with the Community Bridges Customer Service Plan, provides excellent customer service to clients, colleagues, and the public.
19. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
20. Coordinates Medi-Cal covered health services for a client. (6)
21. Assists individuals and families with aspects of the Medi-Cal application process. (8)
22. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
23. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
24. Attends training related to the performance of MAA. (20)

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Date

### **Advocate III**

1. In rotation with other staff, greets clients over the phone and in person, assesses their needs, and provides them with information and/or referral to any relevant services; maintains a database of current community resources and services. (activities related to Medi-Cal outreach – 4)
2. Helps clients obtain, complete, and submit applications and forms for a variety of services, including housing, health insurance, education, employment, and others.
3. Provides immediate, short-term assistance to clients in crisis.
4. Works with a defined caseload of clients to assess, plan, implement, coordinate, monitor, and evaluate the options and services required to meet the client's health and human service needs. (activities related Medi-Cal related case coordination – 6)
5. Participates in multi-disciplinary teams to coordinate client services. (activities related Medi-Cal related case coordination – 6)
6. Supports the Program Manager in a variety of areas, including drafting and reviewing documents and preparing reports as required by funders.
7. Educates clients in a variety of life skills, including nutrition, parenting, and interpersonal communication; coordinates and leads support groups and classes.
8. Collects, organizes, and records data about clients and services; enters data into a centralized system, and complies with the reporting requirements of all funders.
9. In collaboration with other staff, sets up and assists with the Center's food distribution.
10. Completes all training requirements, including maintaining any accreditation, as required by Community Bridges and its funders; engages in ongoing training and development to ensure effective programming.
11. Attends all required staff meetings.
12. Plans, coordinates, and implements community events hosted by the Center.

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### **Advocate III – cont'd.**

13. Performs outreach to raise program visibility in the community—represents the program at events, distributes informational material, and maintains contact with other relevant organizations and government bodies. (activities related to Medi-Cal outreach – 4)
14. Trains and mentors interns and volunteers.
15. Assists in the training of new staff.
16. May transport clients as needed. (Medi-Cal related transportation – 10)
17. May be required to work at other Family Resource Collective sites as needed.
18. Serves as a State Mandated Reporter for vulnerable populations.
19. Communicates and works effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs. Will work with specialized populations that may include the homeless, foster families, youth on probation, and others.
20. Develops and maintains positive community relationships with clients, coworkers, supervisors, partners, stakeholders, and the public.
21. In accordance with the Community Bridges Customer Service Plan, provides excellent customer service to clients, colleagues, and the public.
22. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
23. Coordinates Medi-Cal covered health services for a client. (6)
24. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)

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**Advocate III – cont'd.**

25. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
  
26. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

## **Program Director**

1. Responsible for the overall operation and administration of Mountain Community Resources (MCR).
2. Assesses and develops facility for an appropriate, family/child environment/location.
3. Recruits, trains, evaluate and supervise MCR staff and contractors, ensuring a family- friendly environment are maintained in all programs and services. Provides personnel supervision and evaluation.
4. Promotes an environment conducive to full communication, participation, cooperation, and collaboration to maximize the MCR goals and objectives.
5. Coordinates schedules, activities, resources, and facility needs among the MCR partners and fosters a spirit of inter-agency collaboration.
6. Develops and integrates new programs into agency governance structure and service delivery system.
7. Responsible for implementation and oversight of program(s) evaluation and, outcome studies. Includes collection of demographic and qualitative data relevant to program goals and objectives.
8. Develops and monitors the program budget in collaboration with the Grants Manager.
9. Prepares a variety of periodic and special reports regarding program activities in a timely manner.
10. Researches and writes grant proposals and conducts fundraising campaign for MCR. Organizes and implements fundraising and donor events.
11. Works with all MCR governance structures based on the philosophy of collaborative decision-making involving all MCR partners.
12. Direct needs assessment as necessary.
13. With CEO, monitoring outcomes and evaluation of services, and new program development.



### **Program Director - cont'd.**

14. Work with CEO on efforts towards program planning, development, implementation and sustainability.
15. Participate in outside meetings as required.
16. Coordinate with other MCR programs and service providers.
17. Identify and coordinate training needs (including Medi-cal-related & Medi-Cal health insurance assistance).
18. Direct Customer Satisfaction Survey.
19. Needs to be able to understand and work within the philosophy of Community Bridges' philosophy, policies and procedures.
20. As appropriate, seeks counsel and assistance from standing CB committees and key volunteers. Solicits information, recommendations and assistance on ways to improve the effectiveness of the MCR programs and operations.
21. Participates in statewide and local planning and advocacy efforts aimed at maintaining and/or developing and/or expanding family services as appropriate and directed.
22. Develops public relations materials and creates promotional opportunities which will promote and enhance MCR services with the media, community organizations, the business sector, government and the general public.
23. Serves as a principal community relations representative providing strong visibility and a favorable image of the MCR.
24. Develops goals and objectives for the public relations, public education and communications activities.
25. Drives a motor vehicle incidental to the performance of the work.

**Program Director - cont'd.**

26. Ability to exhibit an attitude of leadership, helpfulness, dignity and respect with staff.
27. Develops and maintains effective working relationships with other agency staff members, and with representatives of funding sources and other in regular contact with the program.
28. Exhibits cultural competency with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.
29. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
30. Coordinates Medi-Cal covered health services for a client. (6)
31. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
32. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
33. Assists to implement and oversee Medi-Cal Administrative Activities claiming process. (19)
34. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

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Employee Name (Printed)