

## **Community Services Programs & Compliance Manager**

The Community Services Program & Compliance Manager is responsible for monitoring overall Charlotte Area Fund program compliance, assessing the quality of Employment, Education, and Self-Sufficiency component of Community Services Block Grant (CSBG) contract. Assist in the day-to-day management and supervision of related personnel and activities. Provide program support including coordinating case management, program management goals and initiatives, adherence to all grant requirements, and administrative and outreach duties.

### **ESSENTIAL JOB DUTIES AND FUNCTIONS:**

**Assists agency leadership in ensuring compliance with contractual and programmatic requirements.**

- Manages case management staff and day-to-day CSBG program implementation, assessment and monitoring effectiveness of staff and CSBG initiatives.
- Provides management with monthly/quarterly statistical reporting relative the achievement of CSBG program goals and outcomes and will provide recommendations for alternative approaches to achieve programmatic shortfalls.
- Develop annual and ongoing realignment CSBG programmatic budgets.
- Assist in the completion of the Annual CSBG application.
- Coordinates and submits the CSBG Annual Report.
- Assist with the completion of the Community Needs Assessment, National Survey and Community Action Plan as needed.
- Assists with monitoring case worker client files for completeness and accuracy including reviewing information regarding eligibility and ensuring required documentation is attached to the application.
- Coordinate and conducts the CSBG Public Hearing and Town Hall meetings as needed.
- Maintains knowledge of all legislative, regulatory and statutory guidelines; stays current on Community Services issues related to the population being served.
- Assist with developing and maintaining step-by-step training materials and program policies and procedures.
- Assists with training new employees and volunteers.
- Assists in the distribution, collection and analysis of partner satisfaction surveys.
- Prepares and presents reports on CSBG to Board of Directors, President & CEO, Operations Director, and other various groups/individuals that detail program activities and outcomes as needed.
- Assists in monitoring and approving the purchase of all program related supplies and equipment and assists with maintaining a current inventory on agency fixed assets as needed.
- Coach Case Managers in providing on-going case management to program participants, follows up with clients to determine outcomes of established goals (i.e. job placement, increased salary) and documents accomplishments in client file.
- Meets with local elected officials and other constituents to market CSBG and to enhance and improve services in targeted areas.
- Networks with various community organizations, businesses and employers to establish and maintain positive and effective relationships to support organizational collaborations and partnerships, including utilization of all available community resources.

- Makes presentations to community based organizations that service low-income individuals and families and assists in the recruitment of eligible clients.
- Assist in the coordination of outreach activities including presentations, workshops, job fairs, local conferences, seminars, and community-awareness campaigns.
- Assists with compiling documentation necessary to comply with the CSBG Organizational Standards.
- Demonstrates an understanding of the agency mission and takes pride in achieving that mission.
- Familiarizes self with the agency's Strategic Plan, including its goals and strategies and works collaboratively with other agency staff to achieve identified outcomes.
- **Member of the senior management team.** Attends and participates in staff meetings and related activities; attends conferences, workshops, and trainings to increase professional knowledge; serves on committees as assigned.
- Performs other related duties as assigned or required.

#### **SUPERVISORY RESPONSIBILITIES:**

This position may assist as needed in supervising employees and will carry out responsibilities in accordance with the agency's policies and applicable laws. Responsibilities may include: recruiting, interviewing and making recommendations regarding hiring and termination of employees; planning, assigning and directing the work of employees; setting and communicating job expectations; monitoring the safety of the work area; disseminating information to staff as requested and conducting staff meetings.

#### **SKILLS /QUALIFICATIONS:**

**Bachelor's degree in human services related discipline, Social Work preferred (is social work preferred on some other community/workforce development)**

- Experience equivalent to one year of full-time responsible professional case management in a public service agency.
- Supervisory experience.
- Strong project management skills.
- Computer skills required. (what about client database management and input)
- Valid North Carolina Driver License