



TRAUMA-INFORMED PROGRAMS MANAGER JOB DESCRIPTION

Job Title	<i>Trauma-Informed Programs Manager</i>	Department	<i>Trauma-Informed Programs</i>
Job Type	<i>Full-time, Exempt</i>	Reports To	<i>Director of Programs</i>

Background

Connections for Children (CFC) is committed to strengthening our agency's capacity to serve families who have experienced trauma and support client and staff resiliency. The Trauma-Informed Programs Manager will play a lead role in advancing our trauma-informed approach and oversee CFC's portfolio of trauma-informed programming, including the Emergency Child Care Bridge Program, Family Engagement, internal Trauma Informed Care (TIC) Learning Community, and agency-wide TIC organizational practices. Included in the portfolio of TIC programming, the Program Manager will also be responsible for coordinating agency diversity, equity, inclusion and belonging efforts informed by the CFC Leadership Team and with the support of the Director of Programs.

The Emergency Child Care Bridge Program (Bridge) is administered through the California Department of Social Services (CDSS) and the Department of Children and Family Services (DCFS). CFC contracts with the Child Care Alliance of Los Angeles (CCALA) to deliver the Bridge Program across our service area. The goal of the program is to stabilize children placed with resource families by providing a time-limited child care voucher to help pay for child care costs; providing families with a child care navigator to assist in securing long-term subsidized child care; and facilitating TIC trainings and coaching for child care providers.

CFC is committed to building trauma-resilient families, organizations, schools, and communities through cross-agency relationships, referrals, and support.

Scope

Under the direction of the Director of Programs, the Trauma-Informed Programs Manager is responsible for the planning, implementation, and contract compliance of the Emergency Child Care Bridge Program, Family Engagement initiatives, agency-wide TIC practices, and other programs as assigned. The Program Manager will also lead CFC's internal TIC Learning Community in the development and implementation of its work plan to build a trauma-resilient agency.

Primary Responsibilities

- Oversee CFC's TIC portfolio including Bridge, Family Engagement, and TIC Learning Community to ensure all goals and objectives are achieved and reporting requirements are met.
- Oversee the implementation and quality delivery of family engagement programs such as CFC Family Time, Holiday Angels, Parent and TIC Café.
- Plan and facilitate regular staff trainings and provide ongoing support to establish a common language and understanding of TIC among all CFC staff.
- Act as a resource and guide, assisting CFC staff to incorporate trauma-informed practice into existing and new programming, policies and procedures
- Advise agency leadership on adaptations to current service delivery to best support clients who have experienced or are experiencing trauma.
- Supervise and support TIC Advisor, Child Care Bridge Navigator, Family Engagement Specialist and other staff as assigned.
- Serve on the CFC Leadership Team to identify, create, and implement programs, policies, and practices that strengthen the agency's ability to address staff and client needs.



- Partner with CFC Management Team to collect and analyze data to identify program strengths, gaps, and opportunities.
- Represent CFC and communicate our mission and services among a variety of stakeholders.

Primary Responsibilities

Contract Compliance

- Manage and advise TIC Department staff to ensure contract compliance of all TIC contracted programs and services.
- Oversee the ongoing development, refinement, and implementation of all TIC programs and services to ensure quality and maximize impact.
- Review and analyze various TIC program databases and data to ensure technology systems are current and data is up-to-date and accurate.
- Track and report on TIC program deliverables and expenditures.
- Monitor and approve all TIC program expenditures.
- Keep up to date on research and best practices related to trauma-informed care, early childhood development, and children's behavioral and mental health issues, as well as child care trends, laws and regulations.
- Coordinate and track cross-agency referrals between CFC and partner agencies, and monitor the linkages made to community resources.
- Review all program records and training materials for quality assurance and ensure all program reports are submitted as required.
- Complete error-free oral and written reports as needed.

Community Engagement & Collaboration

- Develop and maintain professional and positive working relationships with CFC colleagues, Board members, consultants and external stakeholders, including fellow R&R agencies, contractors, community partners, and clients.
- Support agency efforts to build awareness of our array of services to support enrollment in our child care subsidy programs, utilization of resource and referral services, and participation in professional development, and family enrichment programs.
- Help plan and participate in agency events and activities that advance CFC's mission and goals, such as Holiday Angels, the Betsy Awards, CFC Families in the Park, and other community-based events.
- Attend and engage in related early childhood committees and workgroups, convened by the Child Care Alliance of Los Angeles (CCALA), the California Child Care Resource & Referral Network (CCRRN), and other partners.

Leadership & Staff Development

- Provide daily onsite leadership and supervision to Trauma-Informed Programs staff and remote support to staff working in the field.
- Collaborate with the Director of Programs and Executive Leadership to build CFC's Trauma-Informed portfolio of services.
- Serve on the CFC Leadership Team to identify, create, and implement programs, policies, and practices that strengthen the agency's ability to address staff and client needs.
- Identify, monitor, and address needs related to Trauma-Informed Programs staff and functions.
- Supervise, coach, and support Trauma-Informed Programs team members to ensure excellent customer service, quality assurance, and program compliance.
- Plan and facilitate regular Department, team, and individual check-in meetings with Department staff.
- Identify and support opportunities for staff development and professional growth.



- Perform other duties and responsibilities, as assigned.
- Represent CFC at all meetings, trainings, and community activities related to CFC's TIC portfolio.

Knowledge and Skill Requirements

- Master's Degree in Social Work, Psychology or related field, required.
- Successful track record in directly supervising staff, managing teams, and/or leading collaborative projects.
- Contract oversight experience, including familiarity with compliance, monitoring, and reporting.
- Minimum of five years' relevant experience working with children and families, impact of trauma with children, understanding of early childhood developmental needs (including working with children ages birth to five years), and mental health.
- Experience with or understanding of the child care system, including center-based providers, family child care homes and licensed-exempt providers (family, friends, and neighbors).
- Demonstrated experience developing and delivering presentations and trainings for a variety of audiences.
- Strong interpersonal skills including the ability to work effectively with diverse populations.
- Experience in reflective supervision, desired.
- Previous experience that demonstrates effective problem-solving and decision-making skills and ability to work autonomously on multiple projects.
- Effective time management and organizational skills and the ability to successfully meet position requirements.
- Demonstrated ability to actualize thoughts, plans, and outcomes.
- Ability to be flexible, innovative, and adapt to the changing needs of the program, department and agency.
- Ability to manage multiple tasks, competing priorities and meet deadlines.
- Must successfully pass criminal background check, upon hire.
- Must have reliable transportation.
- Must provide verification of a valid TB clearance, upon hire.
- Must obtain First Aid/CPR Certification and complete Mandated Reporter training, upon hire.

Working Conditions

1. Typical of an office environment.
2. Must have reliable transportation for local travel.
3. Local travel for site visits and meetings required.
4. Eligible for hybrid/telework schedule upon completion of introductory period.
5. Must comply with agency health and safety protocols, including vaccination policy.

Salary Range: \$78,000 - \$85,000 Annually + Excellent Benefits

We are an Equal Opportunity Employer.

Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.