

Job Title	Family Services Manager
Employer/ Agency	Interfaith of the Woodlands
Job Description	<p>The Family Services Manager holds a leadership position, guiding the Family Services team to ensure the effective implementation of programs and services. This role involves strategic oversight, collaboration with both internal departments and external partners, and active engagement in community outreach efforts. The manager is responsible for driving program success, providing team leadership, and delivering hands-on support to both staff and clients. Additionally, they ensure that departmental goals are achieved efficiently and in alignment with the organization's mission.</p> <ul style="list-style-type: none"> ▪ Leadership and Oversight: Provide day-to-day management and support to the Family Services team, ensuring that all programs, community outreach events, and services are executed effectively. ▪ Team Development: Supervise, train, and evaluate Family Services staff, ensuring they have the necessary resources and knowledge to perform their roles efficiently. ▪ Program Management: Conduct program review meetings as needed with team members to ensure proper planning, execution, tracking and enhancement of family services programs, including food pantry operations, community outreach, and disaster recovery efforts. ▪ Community Engagement: Represent the organization by attending community events and network meetings. Build and maintain partnerships with community organizations. ▪ Volunteer Engagement: Work with Volunteer Coordinator to ensure all Coordinators are following volunteer policies and procedures for program volunteer needs. ▪ Client Services: Support the team with client appointments, acting as an intake specialist when necessary, and ensuring best practices are followed in evaluating and documenting client needs. ▪ Food Pantry Operations: Support Food Pantry Supervisor in the daily operations of the Food Pantry, including execution of all Food Pantry Programs and purchasing and coordinating community wide food drives, in partnership with Food Pantry Supervisor. ▪ Data Management: Oversee daily, weekly, monthly, and annual data input and reporting for all Family Services programs. Assist Department Director in program evaluation projects on a rotating basis. ▪ Administrative Procedures: Ensure the maintenance of filing procedures of client files, Client Tack database, and update Family Services section of the Programs & Service Procedure Manual. ▪ Budget Oversight: Assist in the review and recommendations for the annual Family Services budget. Serve as signature authority on Family Services check requests, and Oversee all invoicing for Family Services shelter, prescription and gasoline programs. ▪ Compliance and Policies: Ensure adherence to all programmatic and organizational policies, procedures, and best practices. <p>Key Competencies and Expectations</p>

	<ul style="list-style-type: none"> ▪ Strategic Leadership: Lead the team with foresight and proactive planning, mitigating challenges before they arise and creating solutions that ensure smooth operations. ▪ Effective Communication: Maintain open, regular communication with staff, providing timely updates, calendar management, and ensuring clear expectations for team activities and events. ▪ Time Management and Prioritization: Effectively manage multiple priorities and responsibilities, ensuring timely completion of reports, staff timecard reviews, and other critical administrative tasks. ▪ Delegation and Support: Delegate tasks appropriately, ensuring team members are supported and all responsibilities are managed effectively. ▪ Enhanced Leadership and Accountability: Foster a collaborative and respectful work environment. Have strong willingness to gain program knowledge and provide clear support for staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor’s degree and 5+ years of experience in social services or nonprofit management. • Proven track record of successful team leadership and program management • Strong interpersonal and organizational skills • Effective communicator with ability to lead diverse groups of people. • Proactive problem-solver; having ability to address challenges directly and efficiently. • Effective time management, prioritizations, and strategic planning. • Experience in budget oversight and data management. • Licensed Social Worker (preferred). • Knowledge of Microsoft Office suite and database management systems. • Due to disaster response, the preferred candidate would live within 15 miles of 77381.
Salary/Hours	Monday – Friday 8:00 am to 5:00 pm, occasional weekend or evening events with advance notice
City, State, Zip	The Woodlands, TX
Application Method	Apply Here: https://tinyurl.com/3p8cpfdu
Opening Date	Immediately

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