



**The Catalyst Center**  
2201 K Street  
Sacramento, CA 95816

**Job Title:** Program Manager

**Reports to:** Director of Strategic Initiatives

**Employment Status:** 50% FTE, Short-term through September 2020

**Revised:** April 7, 2020

**The Catalyst Center** leverages connections between research, policy, and practice to inform and lead capacity building efforts amongst service providers across the state of California who work in the fields of child and family services. The Catalyst has over twenty years of experience innovating provider supports, with a team of expert trainers and technical assistance providers in issues areas including: child welfare, behavioral health, education, prevention, juvenile justice, residential care, and foster and adoption care.

The Catalyst services a statewide network of professionals and collaborates with advocates, community-based service programs, national and state organizations, legal, health, and mental health professionals, researchers, and advocates from social justice organizations working to support the health and wellbeing of children and families. The Catalyst offers a rich working environment that includes connecting with inspiring activists and frontline providers, an opportunity to understand the experiences of children, youth, and families, and how all these forces contribute to sociopolitical change and systems transformation.

For more information, visit [www.cacfs.org](http://www.cacfs.org).

**Responsibilities:** The Program Manager is a dynamic position that will be an integral part of a small staff team who lead projects that help the Catalyst meet its mission. The Program Manager, under the supervision of the Director of Strategic Initiatives, assists in the program development, management, and day-to-day operations of The Catalyst Center's provider helpline, a vehicle through which staff provide counseling, guidance, and technical assistance to providers of Short Term Residential Therapeutic Programs (STRTPs), Foster Family Agencies (FFAs), and others. The program acts as a part of the body of statewide supports offered through the organization.

#### **Duties:**

- **Program Development & Management**

- ✓ Implement objectives and activities of the California Provider Helpline program;
- ✓ Attend and assist with program meetings, events, and functions as required;
- ✓ Orient, supervise, and schedule helpline staff and volunteers, fostering positive team efforts and collaborations;
- ✓ Supervise the day-to-day operations of the helpline program, ensuring 7 days a week coverage and quality service delivery;
- ✓ Lead capacity building activities for helpline staff to support trauma-informed delivery of services and ensure staff access to up-to-date resources, coordinating with policy consultants as needed for training and technical assistance;
- ✓ Track and analyze relevant state-level letters and guidance that inform care standards for Foster Family Agencies and Short-Term Residential Therapeutic Programs;
- ✓ Facilitate regular helpline team meetings;

- ✓ Work collaboratively with supervisor to develop, revise, and coordinate policies, procedures, and implement systems;
- ✓ Oversee management of call and intervention tracking databases and referral systems; and
- ✓ Analyze regular quality control reports to ensure the integrity of programs;
- **Agency Support**
  - ✓ Attend staff meetings, as assigned;
  - ✓ Other duties as assigned

***Qualifications:***

- **Required Qualifications**
  - ✓ Bachelor of Arts/Bachelor of Science degree or equivalent amount of years in experience. Advanced degree preferred;
  - ✓ Experience in running programs/operations in a nonprofit service organization such as an STRTP or FFA;
  - ✓ High level of organization, attention to detail, and ability to manage multiple projects concurrently;
  - ✓ Strong ability to take personal initiative, work both independently and as a team member, collaborate and coordinate with others;
  - ✓ Technical fluency in MS Office (including Outlook, Word, Excel and PowerPoint) and technical comfort with virtual platforms such as Zoom;
  - ✓ Ability to anticipate needs, exercise good judgment and thinking critically to proactively problem-solve in a fast-paced environment with minimal supervision;
  - ✓ Ability to adapt to dynamic environments; comfort with ambiguity and complexity;
  - ✓ Enthusiastic about bringing people together and helping them be their best through team activities and capacity building opportunities;
  - ✓ Values listening to and honoring the wisdom of people on-the-ground and developing theory grounded in their lived experience;
  - ✓ Ability to give and receive constructive feedback; display a desire for continuous learning and self-improvement;
  - ✓ Personable and engaging, responsive to constituent inquiries and concerns; and
  - ✓ Excellent writing and communications skills with demonstrated experience conveying key messages clearly, timely and succinctly.
- **Preferred Qualifications**
  - ✓ Experience interpreting guidance and regulations in the areas of child welfare and children's mental health highly desirable.
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***Compensation:*** This position is temporary from May 1, 2020 until September 30, 2020, and is fully remote in light of the COVID-19 pandemic. There is a possibility for extension. The salary range is between \$35,000 - \$40,000 and allows for flexibility in work hours.

The Catalyst is an equal opportunity employer. We strongly encourage and seek applications from people of color, including bilingual and bi-cultural individuals, as well as members of the lesbian, gay, bisexual and transgender communities.

To apply, please email your cover letter and resume to Deborah Son, Director of Strategic Initiatives, at [dson@cacfs.org](mailto:dson@cacfs.org).