



EVERYBODY MATTERS

## Supervised Visitation Program Manager

<b>Weekly Hours:</b>	37.5	<b>Program/Department:</b>	VAV/283
<b>FLSA Status:</b>	Exempt	<b>Component:</b>	Voices Against Violence
<b>Work Schedule:</b>	Tuesday - Saturday	<b>Division:</b>	SMOC Behavioral Healthcare

### **SUMMARY**

Provide oversight and management of KidSpace Supervised Visitation Services. Major duties are in the areas of program development; operations and planning; client case management; financial and budget oversight; staff supervision; data collection and reporting; and program evaluation. The KidSpace Program Manager actively participates as part of the Voices' management team.

### **PRIMARY RESPONSIBILITIES**

- Manage the operational and fiscal activities of the Supervised Visitation program to include staffing levels, budgets, financial goals, and client's case management and scheduling.
- Responsible for the overall direction of the KidSpace program including program development, strategic planning, and evaluation. Review and update policies and procedures as needed.
- Recruit, manage, develop and evaluate staff by providing timely mentoring, training, and performance management. Complete required paperwork in accordance with agency policy.
- Supervise visitation monitors to ensure the safety of participants and compliance with program goals and objectives.
- On-site management and monitoring of overall operations during visits. Follow up any client, staff, Head Start and/or guard issues that occur during visits.
- Contact prospective clients when openings occur. Conduct pre-service intake and assessments with all custodial and non-custodial parties.
- Coordinate and schedule visits, security, and visitation staff to ensure adequate coverage.
- Respond to inquiries and provide information on KidSpace services and availability.
- Engage all clients by understanding and addressing their needs whether within or outside the scope of work.
- Maintain a wait list and provide weekly wait list information to Probate Courts.
- Collect and secure fees during visits; ensure accurate accounting and deposit of fees collected.
- Oversee and monitor record keeping to ensure compliance with courts and other standards.
- Respond to requests for records and subpoenas; appear and testify as summoned.
- Provide written reports for attorneys, guardians ad litem, parents, or other parties as needed and per program guidelines.
- Assist Component Director with fundraising and grant writing.
- Monitor and ensure compliance with all aspects of contracts, including reporting requirements.
- Develop and maintain community, statewide and national affiliations with coalitions, funders, service providers, attorneys, court personnel, and other related professionals.
- Manage data collection and billing information and submit reports in a timely manner.
- Attend SMOC/VAV/KidSpace staff, management, and supervision meetings.
- Maintain confidentiality and adhere to agency mission, philosophies, and policies.

We are an equal opportunity employer committed to diversity in the workplace.

- Ensure compliance with program/department, agency and/or funder requirements, as well as, SMOC policies & procedures.
- Other duties as assigned.

### **KNOWLEDGE AND SKILL REQUIREMENTS**

- Bachelor's degree or three to four years of related experience. Master's degree in social work preferred.
- 2 years of experience in program and staff management required.
- Familiarity with domestic violence and child sexual assault required.
- Familiarity with probate court processes preferred.
- Excellent written and verbal communication skills.

### **PHYSICAL REQUIREMENTS**

- Ability to drive.

### **ORGANIZATIONAL RELATIONSHIP**

- Directly reports to Component Director, Voices Against Violence.
- Indirectly reports to none.
- Direct reports of this position are visitation monitors and Program Assistant, upon Program Assistant hire approval.
- Indirect reports of this position are none.

### **WORKING CONDITIONS**

As part of the responsibilities of this position, the Supervised Visitation Program Manager will have direct or incidental contact with clients served by SMOC in various programs funded or administered through the Executive Office of Health and Human Services. A successful background check is required.