



We house, feed, and support those in need with compassion and dignity.

### Job Posting

Title: **Program Manager/Family Success Center (FSC)**  
FLSA Status: **Full-time, Exempt**

Reports to: **Director of Programs**  
EEO Code: **2**

#### Overview:

St Vincent de Paul, Louisville (SVDP) is one of the longest serving social charities in Louisville. Through our homeless shelters, supportive housing programs, professional case management, clinical services, after-school programming, Open Hand Kitchen, Food Pantry, and retail thrift stores, we house, feed, and support those most in need with compassion and dignity.

#### Position Summary:

The **Program Manager/Family Success Center (FSC)** is responsible for developing program components, facilitating services, partnering with community resources and monitoring program performance to best address the needs of homeless individuals for St Vincent de Paul's Family Success Center program.

#### Essential Duties and Responsibilities:

- Manage daily operations of the SVDP Family Success Center to ensure optimized program service delivery
- Monitor expenditures of grant funds for program and client activities
- Collaborate with the Director of Development, the Associate Director of Community Supports and community partners to develop program metrics, resources and funding Family Success Center
- Maintain and advance professional knowledge/skills to identify program enhancements in order to drive continuous improvement in program effectiveness as measured by client progress
- Develop dynamic programming for clients participating at the Family Success Center
- Coordinate and accompany SVDP Family Success Center clients to life-enriching activities throughout the Louisville community
- Supervise and assist Family Success Center staff in addressing the participation rate of each program
- Maintain effective communication with the Associate Director of Community Supports
- Demonstrate crisis intervention and solution-focused approaches to issues/concerns that may arise; ability to triage issues
- Utilize knowledge of individual client assets and deficits to set appropriate and realistic goals
- Coordinate educational and skill development opportunities/programs for each individual to maximize positive outcomes
- Provide general oversight of facility including coordination with maintenance department and reporting any emergency situations
- Conduct frequent inspections of the buildings and immediate grounds to ensure compliance with all health, safety, and fire standards
- Oversee general condition of buildings and equipment along with its upkeep and maintenance
- Maintain an adequate supply inventory and the approval of all necessary work orders
- Maintain accurate and thorough records and reports for the program, including tracking metrics and expenditures for reports to funders, files for all participants
- Identify and build community partnerships to optimize effective and efficient delivery of services for each individual
- Identify, communicate and assist in the facilitation of volunteer opportunities

- Provide Associate Director of Community Supports with assistance in the development of programs, policies, reports and procedures related to the provision of services to the public
- Maintain compliance with and update COA standards for Out of School Time as needed.
- Coordinate with Case Management for families that are participating in both case management and the After School Program at SVDP.
- Manage and facilitate adult programming at the FSC
- Communication with case managers regarding special events, participant openings at any of the programs and volunteer opportunities
- Establish and maintain collaborations with the Family Resource Coordinators at each school in our cluster
- Effectively collaborate and communicate with our development team to fulfill grant responsibilities
- Provide after-school and summer camp transportation, to and from different locations (field trips, van pick-ups from school, etc.)
- Effectively plan spring break and summer camp programs with the assistance of the direct report
- Cultivate and manage plans and schedules for the FSC participants and staff
- Develop facility opening and closing checklist with assistance from direct report
- Attend and deliver youth development training materials to YD staff
- Record all attended trainings to submit to HR for compliance
- Submit expense reports, Dare to Care monthlies and FSC after-school program monthly report in a timely manner to remain in compliance
- Closely maintain and manage policies and procedures of the FSC
- Other duties as assigned

**Specific Knowledge, Skills, Abilities:**

- Demonstrated leadership qualities and management skills
- Knowledge of the principles, philosophies, procedures, techniques and standards to optimize case management practice
- Analyze complex social problems and develop effective solutions
- Interpret and apply a variety of legal requirements and policy standards
- Select, supervise and evaluate the performance of others as required
- Organize and maintain cooperative relations with community groups and other public and private agencies
- Speak effectively and provide clear and concise written reports
- Excellent organizational skills including planning, budgeting and computer skills

**Education, Qualifications, Certifications, Trainings, Licenses:**

- Bachelor's degree in a relevant field from an accredited institution
- A combination of education, training and experience that results in demonstrated competency to perform the work may be substituted
- Knowledge and training in working with homeless, chemical dependency, mental illness and crisis intervention techniques
- Must be able to maintain a flexible work schedule including nights and weekends and be responsive to after-hour telephone calls.
- Relevant work experience with individuals in a social work environment or related field

- Experience in managerial or project management role
- Commitment to the mission and goals of St Vincent de Paul
- Obtain First Aid/CPR/AED certification and teacher certification
- Attend extensive trauma informed care and youth development training
- Successfully pass any required pre-employment background and drug screening
- Must have a valid Driver's License

**Reporting to this position:** 3 Case Managers, 3 Youth Development Specialists

**Physical Demands/Effort/Work Environment:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.*

*While performing the duties of this job, the employee is regularly required to operate a motor vehicle, talk and hear. The employee is regularly required to stand, walk, sit, use hands and fingers, and reach with hands and arms. Must be able to climb stairs. The employee occasionally lifts and/or moves up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.*

*Job may be performed in areas/neighborhoods that could be considered threatening. Work may occasionally be performed at night, on weekends and in inclement weather.*

*Requirements listed are representative of minimum levels of knowledge, skills, and/or abilities. This position description is not meant to imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related instructions and duties requested by the supervisor. This job description is not a contract for employment. It does not alter or affect the "at-will" doctrine adhered to by St Vincent de Paul.*

**Benefits/Additional Information:**

In addition to a sense of purpose and pride that comes from serving others, eligible employees enjoy paid holidays, paid leave, paid Life/Short/Long Term Insurance as well as access to SVDP's Section 125 Health and 401(k) Retirement Plans.

SVDP will conduct a thorough background investigation as part of its application process. Investigations are not limited to, but will include review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening and a comprehensive criminal background check.

**To Apply:**

**Online:** <https://www.svdplou.org/jobs/>

**Email cover letter and resume to:** [hr@svdplou.org](mailto:hr@svdplou.org) (In subject line: Program Manager/FSC)

SVDP is proud to be an Equal Employment Opportunity, Affirmative Action employer and absolutely committed to diversity. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.