



Family Resource Center Association

Job Title: Implementation Manager

Reports To: Program Director

Hours: Full Time with Benefits

Posting Closes/Application Deadline: May 24, 2022

Employment: At Will

FLSA Status: Exempt

Date Posted: May 16, 2022

About the Family Resource Center Association

The Family Resource Center Association's (FRCA's) vision is for a Colorado in which every family is thriving and self-reliant. Our mission is to strengthen families through partnership and collaboration. Learn more about us at www.cofamilycenters.org.

Position Summary

Responsible for supporting Colorado Community Response (CCR) sites, 21 county departments of human services or non-profits statewide, in their efforts to implement high quality, evidence-informed family support practice to Colorado families. This involves providing facilitation and implementation supports to CCR workforce, communities of practice, and implementation teams. Also, refining model fidelity development by conducting ongoing performance monitoring and providing technical assistance, training and support to CCR sites. Additionally, collaborating with the CCR Program Manager, within the Colorado Department of Early Childhood, and external evaluators to grow research evidence of the CCR program's effectiveness.

Working Relationships

Internal Relationships: FRCA staff and Board members.

Task Supervisor: FRCA Implementation Director.

External Relationships: Family Resource Center Directors and staff; community stakeholders.

Essential Duties and Responsibilities

Primary Functions

- Contract monitoring and oversight including annual Statement of Work (SOW) key activity completion, relationship building, reapplication process, and collaboration with FRCA Finance Manager to track annual spending as outlined in approved budget.
- Plan and facilitate monthly peer learning calls for CCR workforce.
- Plan and facilitate quarterly regional communities of practice.
- Develop evaluation tools that measure the learning gains of CCR workforce.

- Plan and facilitate monthly team (CCR Implementation, Staff Development, and Communication) meetings to support implementation of CCR and gather direct input from CCR supervisors and navigators toward ongoing program enhancements.
- Co-develop and co-host Biennial CCR grantee orientation.
- Set monthly status and working meetings with CCR Program Manager, to monitor program fidelity, site concerns, and performance management.
- Build strong partnerships with each CCR site through regular correspondence (phone, email, in-person/virtual meetings, chatter platforms).
- Establish data entry and monitoring plans, using data-informed performance measures to provide technical assistance to CCR sites around data entry requirements.
- Conduct minimum of monthly data auditing for each CCR site, addressing performance expectations as necessary.
- Regularly monitor site performance to established annual training plans for CCR navigators and supervisors.
- Facilitate quarterly meetings with agencies responsible for providing required training offerings.
- Collect and review progress and final reporting from CCR sites. Based on report findings, set subsequent annual program goals and develop technical assistance offerings.
- Work with CCR Program Manager and external evaluators to provide accurate and timely information. Develop and monitor regular outcome and evaluation measures for program goals.
- Complete and submit any required programmatic reporting showing outcomes and completed milestones in the Statement of Work.

General Tasks and Responsibilities

- Actively participate in FRCA meetings in a positive, problem solving manner.
- Maintain professionalism in line with FRCA policies and standards.
- Participate in FRCA sub-committees and workgroups as needed.
- Represent FRCA and Member Centers in meetings that promote visibility and credibility of FRCA, Member Centers, and CCR sites.
- Maintain high level of confidentiality as it relates to the agency and all records/documents.
- Ability to work flexible hours when needed, including occasional planned overnight travel within the state.
- Perform other project coordination, support, management, or administrative duties as assigned.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

To perform this assignment successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Qualifications

- Demonstrated professional experience in program/project management including overseeing program/project development, reporting, evaluation, and growth of multiple programs.
- Knowledge of Implementation Science, within human services field.
- Demonstrated lived and/or professional experience in human services field.
- Demonstrated professional experience providing coaching, technical assistance offerings to diverse stakeholders.
- Demonstrated strong decision making and critical thinking skills.
- Strong interpersonal skills demonstrated by ability to establish and maintain interpersonal relationships with others including peers, internal and external managers, community groups and other stakeholders.

Competencies

- Ability to meet tight deadlines and manage multiple projects simultaneously.
- Excellent written and verbal communication skills.
- Excellent customer service skills.
- Conscientious, organized, very detail-oriented, and results-driven.
- Strong working knowledge of Zoom Pro, Eventbrite, Google Suite, and Microsoft Office, including Word, Excel, Outlook, and Power Point.
- Solution-oriented problem-solver.
- Ability to work independently, manage multiple tasks and projects, and to assess and change priorities based on agency needs.
- Strong skills working with ad hoc and formal teams to accomplish positive results.
- At FRCA, we strive to promote diversity and equity – and to be a model of inclusive excellence. We are pursuing deliberate efforts to ensure that FRCA is a place where differences are welcomed, perspectives are affirmed, and our network fosters a sense of belonging. Applicants should foster this perspective.
- Bilingual (English/Spanish) is a preferred skill for the position but not required.

Other Information

- Successful applicant will be asked to authorize a DMV record and other background checks before employment is approved.

Work Schedule and Compensation

- This position is full time, 40 hours per week, exempt, salaried.
- Salary Range: \$50,000 - \$55,000 depending on experience.
- This position has some flexibility for partial telecommuting, after 90 days of employment.

- FRCA's core hours of operation are Monday through Friday 9:00am to 4:00pm. Schedule options might include 8:00am-4:00pm or 9:00am-5:00pm. Occasional weekend/evening hours are required.
- FRCA offers a generous benefits package, including health and dental insurance, short term disability insurance, vacation and sick leave, a retirement plan, and monthly self-care reimbursement.

Application Process

FRCA is dedicated to recruiting and retaining a diverse staff and strongly encourage all interested, qualified candidates to apply.

To apply, please submit the following to info@cofamilycenters.org with "Implementation Manager" in the subject line:

- Cover letter addressing how your specific employment experience fits this position
- Resume

Candidates that move forward in the process will be asked to provide three (3) professional references.

Application deadline is 5:00PM (MDT) 05/24/2022. Anticipated phone screens scheduled 5/26/22 and 5/27/22, with first round interviews to follow the week of 5/31/22-6/3/22.