

Job Description

Title: Psychosocial Support Manager
FLSA Status: Exempt

Department: Quality Programs
Reports to: Managing Director- Professional Development

Job Summary:

The Psychosocial Support (PSS) Manager will lead the delivery of Save the Children's Psychosocial Support Programs in Miami-Dade/Monroe. The position will provide managerial, technical, operational, and logistical leadership for program implementation in all areas including Psychological First Aid, Shelter from the Storm, and Journey of Hope (JOH) during funded grant periods. The PSS Manager will be responsible for leading needs assessments, partner identification and relationship management, training, program implementation, ongoing technical support and overall leadership of psychosocial, protection, preparedness and related programs.

The PSS Manager will lead the work of the program team, supervise the PSS Specialists and others as assigned. The position is responsible for recording and tracking monthly and quarterly beneficiary information, program expense tracking, ensuring program materials are supplied to PSS Specialists and partners, monitoring program progress and fidelity to curriculum intent, and periodic reporting of the program activities to executive leadership team and community stakeholders. As a frontline representative of the Early Learning Coalition of Miami-Dade/Monroe, the position holder is required to ensure the safety and protection of children and families that s/he comes in contact with and to adopt and represent the values of the Professional Development Institute, a division of the Early Learning Coalition of Miami-Dade/Monroe: Accountability, Ambition, Collaboration, Creativity, and Integrity.

Essential Duties and Responsibilities:

Lead the management and implementation of Psychosocial Support Programs (60%)

1. Lead the process of building and maintaining relationships with child care providers, parents, and state, local and institutional stakeholders.
2. Participate in related meetings and conference calls to support the psychosocial and other related efforts.
3. Oversee monthly and quarterly program reporting.
4. Oversee the PSS Specialist work and manage logistics for program trainings; manage, compile and input program pre- and post-surveys.
5. Conduct regular site visits and program fidelity checks to ensure that program, is implemented with fidelity.
6. Coordinate bi-weekly staff meetings and one on one supervision meetings to support reflective supervision, identify professional development needs, and productivity.
7. Perform other duties as requested by Managing Director, and/or Senior Vice President of Office of Strategic Initiatives and Program Development.
8. Maintains communication with supervisor and provides recommendations for quality improvement and maintaining equitable service delivery.

Monitoring and Evaluation (20%)

1. Input beneficiaries into beneficiary tracking system.
2. Help coordinate periodic reporting.
3. Work with the project team to assist in the development and implementation of the program evaluation plan.
4. Compile and input program Pre- and Post-tests.

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5. Track and report program expenses
6. Conduct site visits and monthly program fidelity checks.
7. Prepare accurate program compliance and quality reports

Procurement Support (20%)

1. Prepare and track commodities and service requests.
2. Assemble, and distribute program kit materials for sites as needed.
3. Plan and track the delivery of program meals/refreshments
4. Keep logs and records of warehouse stock, executed material orders etc.
5. Prepare, track and log local and out of town travel requests and supporting documentation.

Skills and Abilities:

- Strong organization skills
- Accountability
- Adaptability
- Ability to predict programmatic needs
- Problem Solving
- Ability to work independently as well as in a team environment
- Ability to prioritize

Qualifications:

- Bachelor's Degree in education, early childhood development, social work, mental health, or a related field (Master's preferred)
- Three to five years of relevant experience in process management, and/or customer support
- Must have a familiarity with reports, business correspondence and meeting organization
- Must have intermediate computer skills including experience with Microsoft Office Suite and data management systems
- Outstanding English language communication skills both written and verbal
- Bilingual (Spanish/ Creole) preferred
- Excellent communication skills including telephone/email etiquette, listening skills and the ability to respond professionally.
- Desire to work with and in diverse communities
- 30% or more travel will be required if needed. Must be willing to travel all areas, as needed, to perform required tasks, within the South Florida areas to perform required tasks and provide own reliable transportation. Requires a valid Florida Driver's License, a good driving record and automobile insurance, as required by the Early Learning Coalition driving policy
- Proof of insurance for own transportation.

Physical Demands:

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

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enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an "at will" relationship.

Employee Name

Date

Employee Signature