



Title: Family Services Manager – LIFT Program

Qualifications:

1. Master's of Social Work (MSW)
2. Licensed Clinical Professional Counselor (LCPC) or Licensed Clinical Social Worker (LCSW) (preferred)
3. Experience working with trauma focused initiatives and/or resilient community models
4. Experience working with initiatives focusing on families and children in crisis
5. Strong oral and written communication skills
6. Valid driver's license and ability to travel throughout Champaign County as necessary
7. Willingness and ability to work unusual evening and weekend hours outside a traditional school setting
8. Such alternatives to the above qualifications as the Board of Education may find appropriate and acceptable

Reports To: Director of the LIFT Program

Supervises: Personnel as assigned

Position Summary: The Family Services Manager is primarily responsible for managing the daily implementation of the program that was collaboratively developed by the District and the City of Champaign as outlined in the intergovernmental agreement between the two entities and direction from the Director of the LIFT Program.

Key Responsibilities:

1. Manages and coordinates the overall delivery of program services by assigning and directing staff and by providing direct assistance to the individuals and families being served.
2. Identifies and directly supports the needs of a diverse clientele, including clients from various socio-economic, cultural, ethnic, educational, and other diversified backgrounds.

Job Duties:

Program Management

- A. Gathers information to ensure eligibility and communicates program components to youth and families.
- B. Reviews family needs, determining with the family what approaches can best help them achieve self-sufficiency, including formal goal development.
- C. Develops and determines the initial Wrap Around Plan for eligible students and families.
- D. Assigns students/families being served to Family Empowerment Champions and monitors services being provided.
- E. Manages and schedules staff to monitor the Family Support Line and serves as a crisis responder as needed.
- F. Provides on the job training and regular supervision to assigned staff to assure effectiveness of the team and successful performance of individual staff members.
- G. Participates in the orientation of new employees and volunteers.
- H. Conducts case reviews with agencies and Family Empowerment Champions.
- I. Reviews reports on students/families, with support and guidance from the Director of LIFT.
- J. Develops outreach materials for the program, including website, social media, and paper-based materials.
- K. Coordinates the delivery of services with external service providers.

- L. Provides oversight to the extended day program.
- M. Recruits and maintains a database of volunteers in accordance with program needs and District procedures.
- N. Prepares and presents reports regarding the program and its effectiveness.

Acting with Integrity, Fairness, and In an Ethical Manner

- A. Models the attributes of an effective District leader, including demonstrating ethical actions, positive demeanor, collaborative working relationships, and a connection to community agencies that support schools.
- B. Models a positive approach to interacting with all District staff.
- C. Exercises confidentiality and good judgement in all aspects of work.

Other Responsibilities

- A. Develops, complies with, and monitors budgets relevant to the areas of supervision.
- B. Complies with and ensures others comply with Federal, State, and local laws; regulations of the Illinois State Board of Education; and the District's Board of Education Policies.
- C. Develops department procedures and makes recommendations regarding District policies and negotiated agreements.
- D. Implements the District's supervision and evaluation program for all designated staff.
- E. Builds relationships with all staff members, promotes a team-oriented environment, and maintains high standards of accountability.
- F. Develops and maintains successful, cooperative relationships with personnel, union leadership, and the general public.
- G. Participates in professional growth opportunities (e.g., attends regional, state, and national professional conferences, reads professional publications, or enrolls in advanced courses).
- H. Performs all other duties necessary to the position and such other duties as may be assigned by the Superintendent.

Terms of Employment: Salary, fringe benefits, and work year as established by the Board of Education

Evaluation: Performance will be evaluated annually by the Director of the LIFT Program in accordance with the District's procedures for evaluation of District Support Personnel (DSP)

FLSA Status: Exempt

Status: Created June 11, 2021
Last Revised August 30, 2023