



UpValley Family Centers Economic Success Program Manager

Employment Type: 1 FTE (40 hours/week); Exempt

Salary: competitive and based on experience

Benefits: Medical, dental and vision insurance, paid sick leave, vacation, holidays, 401k plan

About UpValley Family Centers: We aim to increase the skills, confidence and education of upvalley residents, boosting family and community resiliency and connectedness, and addressing social inequities. Created in 2014 from a merger between Calistoga Family Center and St. Helena Family Center, our mission is to provide guidance, support, and resources in the community, in the home and for the individual, so that everyone can achieve a better life. We reach community members of all ages and serve as essential resource hubs for residents living in northern Napa County. Our core strategies are to: increase access to resources up valley; work with partners to advance our goals; support people in times of crisis; and build capacity for leadership across generations. Our annual operating budget is \$2.3 million. Learn more at: www.upvalleyfamilycenters.org.

UpValley Family Centers (UVFC) seeks an exceptional, results-oriented Economic Success Program Manager to support the growth of our financial education and asset building services. The Economic Success Manager coordinates a range of activities including our Volunteer Income Tax Assistance Program, workforce development/adult education services, supporting staff to connect families with safety net services, and development of new initiatives. The Program Manager will assist in the planning and implementation of new Economic Success services at our offices in Calistoga and St. Helena, including developing partnerships with public and private organizations. The Program Manager supervises program staff who deliver economic success services and facilitate connection to resources. The Economic Success Program Manager reports to UVFC's Program Director.

RESPONSIBILITIES:

- Oversee and enhance UVFC's existing economic success services for low and medium income people, in the formal and cash economies, to attain their dreams through financial stability and asset building.
- In collaboration with UVFC's Program Director, Executive Director and staff, develop new economic success offerings for low-income upvalley households, which may include small business development, lending circles, credit recovery and employment support.
- Create or expand partnerships with the non-profit, educational, governmental and business sectors to implement existing and new strategies.
- Provide knowledge and specific tools to staff, clients, volunteers and executives to further the agenda of economic stability as a pathway for individual and family well-being and resiliency.
- Evaluate different program strategies through data collection, program team discussions, and client input, in alignment with UVFC's identified strategic direction and desired impact.
- Supervise staff and provide program leadership to integrate economic success services with other services offered at UVFC. Leverage program data to adjust strategies/modify services.
- Strengthen staff skills in financial coaching, group facilitation and one-on-one intervention. Follow up, support and identify milestones in individual growth.



- Coordinate the Volunteer Income Tax Assistance Clinics in Calistoga and St Helena. Recruit and manage a team of 25-30 committed volunteers who care for the well-being of their community.
- Research and implement best practices for asset building and asset management for low and middle income people, including after times of crisis (i.e. long-term recovery post-fires).
- Participate in UVFC policy advocacy efforts to address community inequities.
- Make presentations to individuals and groups on the power of economic success strategies in community development.
- Write reports for funders and key stakeholders about the successes and challenges of the Economic Success Program.
- Collaborate with a team of committed staff and volunteers who value excellence, commitment, empathy, shared knowledge and community development.
- Assist with resource development, including grant proposal and report writing.
- Other duties as assigned.

QUALIFICATIONS:

An appropriate combination of education and experience to perform the essential duties is required. The ideal candidate will have:

- Experience in management/administration in a non-profit, financial or human services setting.
- Experience in entrepreneurship and/or marketing.
- Knowledge and appreciation of the challenges faced by low and middle income households in our region. An understanding of economic systems and policies that have positive or negative impacts on low and middle income households and immigrant communities.
- A high degree of cultural awareness and capacity in cross-cultural practices.
- Excellent customer service and public relations skills.
- Experience in collaborative meeting facilitation, problem solving and teambuilding.
- Supervision of diversely skilled workforce and trained volunteers.
- Ability to use creativity in addressing challenges, and use mediation to attain win-win situations.
- Experience utilizing assessment and evaluation data to modify programs and adjust staff performance to ensure long-term impact.
- Comfortable using the computer as tool to communicate, research, monitor programs.
- Fund development experience is preferred.
- Strong written and verbal communication skills. Bilingual in English and Spanish, preferred.
- Knowledge of Napa County is preferred.
- Bachelor's Degree or equivalent experience is required; Master's Degree preferred.

OTHER DETAILS:

Occasional weekend and evening work is anticipated. Must possess a valid driver's license and insurance. A fingerprint background check and TB test is required.

APPLICATION PROCESS:

Please submit a resume and thoughtful cover letter to: ilopez@upvalleyfamilycenters.org. Please no phone calls or walk-ins.

The UpValley Family Centers of Napa County is an equal opportunity employer.