

# UpValley Family Centers



**Position Title:** Economic Success Program Manager

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

**About UpValley Family Centers:** UpValley Family Centers is a dynamic nonprofit organization that provides prevention services to strengthen children, adults, and families. Our mission is to provide guidance, support, and resources in the community, the home, and the individual so everyone can achieve a better life. Our offices are located in Calistoga and St. Helena; we serve children, youth, adults, and seniors. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided information and referrals, access to health services and other resources, education and mentorship opportunities for all ages, case management and counseling services, disaster relief and emergency preparedness services, and more. Learn more at [www.upvalleyfamilycenters.org](http://www.upvalleyfamilycenters.org)

**About this position:** UpValley Family Centers (UVFC) seeks an exceptional, results-oriented Economic Success Program Manager to support the growth of our financial and adult education services, and to develop new/emerging workforce and business development services. The Economic Success Manager will manage a range of activities including our Volunteer Income Tax Assistance (VITA) Program, adult education and workforce/business development partnerships, supervising staff in their work connecting families with safety net services. The Program Manager will oversee our Economic Success services at our offices in Calistoga and St. Helena, and assist in developing partnerships with public and private organizations. The Program Manager supervises four program staff who deliver economic success services and facilitate connection to resources. The Economic Success Program Manager reports to UVFC's Program Director.

## **Essential Duties and Responsibilities:**

- Oversee the Economic Success Program, to provide education, resources and guidance so that individuals and families can achieve their financial goals. Target populations include low and moderate income households, immigrants and newcomers, low-literacy individuals, young adults and older adults.
- Assist in the growth of the Economic Success Program by developing and implementing programs that promote financial stability for low and middle-income households. Collaborate with UVFC's Program Director, Executive Director, and staff, to design new economic success offerings, which may include small business development, credit recovery, financial literacy workshops, safety net access, and employment support.
- Create or expand partnerships with the non-profit, educational, governmental, and business sectors to implement existing and new strategies.
- Stay up to date on current economic policy issues impacting working households and help to shape UVFC's advocacy and systems change efforts in this realm.
- Supervise staff in the Economic Success Program and provide program leadership to integrate economic success services with other services offered at UVFC.
- Strengthen staff skills in financial coaching, group facilitation, and one-on-one interventions. Follow up, support and identify milestones in individual growth.
- Supervise Community Liaisons and manage staffing at the front desk of all UVFC's main offices (Calistoga, St. Helena). This includes having back-up staffing plans, addressing front office coverage needs, and when needed, assisting in staffing the front desk.

- Ensure that Community Liaisons are equipped with knowledge to promote assist with applying for government-sponsored programs that support economic stability, including use of Benefits Cal, and information/application assistance around Medi-Cal and CalFresh.
- Manage the Volunteer Income Tax Assistance (VITA) Clinics in Calistoga and St Helena. Complete the training offer by IRS to get tax certified at the advanced level.
- Coordinate annual Holiday Assistance Program sign-ups and partnerships. Ensure staff have clear program guidelines to work effectively with partners.
- Evaluate different program strategies through data collection, program team discussions, and client input, in alignment with UVFC's identified strategic direction and desired impact.
- 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 disaster recovery, post-wildfires).
- Make presentations to individuals and groups on the power of economic success strategies in community development.
- Collaborate with a team of committed staff and volunteers who value excellence, commitment, empathy, shared knowledge and community development.
- Write reports for funders and key stakeholders about the successes and challenges of the Economic Success Program.
- Develop and monitor program budget.
- Assist with resource development, including grant proposal and report writing.
- Other duties as assigned.

#### **Desired Qualifications:**

- 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 moderate-income households in the region. An understanding of economic systems and policies that have positive or negative impacts on UVFC's target populations.
- 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.
- Ability to use creativity in addressing challenges.
- Experience with data collection and evaluation of programs.
- Comfortable using the computer as tool to communicate, research, monitor programs.
- 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.
- Desire to be part of an organization supporting individual and family wellness and working towards solutions that address societal inequities.
- Valid Driver's License and insurance, or other means of reliable transportation.
- Conduct a fingerprint background check and TB test and receive clearance.

**Hours of Work:** Our business hours are Monday-Friday, 8:30 am - 5:00 pm.

General work hours will be during our regular business hours, though schedule will vary during VITA tax season (January-April), including some evenings and weekends according to work duties.



This job description is intended to indicate the kinds of work duties required in this position. It is not intended to limit or in any way modify the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

**Salary Range:** \$61,301 - \$91,952 per year

Actual payment within range will be contingent on several factors, including but not limited to the candidate's qualifications, education, experience, internal equity, and alignment with market data, following our compensation philosophy. Anticipated starting salary not expected to exceed the range median.

**Benefits:** Our competitive benefits package includes full health, vision, and dental insurance, 401K match contribution, 10 days of vacation increasing with tenure and 12 days of sick time, 14 paid Holidays, plus a floating Holiday and paid holiday time between Christmas day and New Year's Eve. 3% one-time increase over starting salary for Spanish/English bilingual skills. Annual training budget, supportive and team-oriented work environment. UpValley Family Centers is a Blue Zones Project Approved™ organization that provides a variety of opportunities designed to foster employee wellness. We are committed to creating an equitable, sustainable, joyful culture where each team member can thrive.

**To Apply:** Email cover letter and resume to Lupe Maldonado, Program Director at [lmaldonado@upvalleyfamilycenters.org](mailto:lmaldonado@upvalleyfamilycenters.org). Position open until filled. No phone calls, please.

**UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services.**