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Position Title
Program Manager

New
 Re-Evaluation

FLSA Classification

Non-Exempt
 Exempt: Fulltime 35 hrs.

Department
United Way's 2-1-1

Office Location
White Plains

Immediate Supervisor (Title)
Sr. VP of 2-1-1

Date
June 2017

Position Requirements: Masters in Social Work required; 5 years in human services or related field.

Skills and Experience Required:

- a. The ability to communicate and work effectively with local governmental and community leaders in planning, developing and implementing special projects, community/economic development programs and emergency services
- b. Knowledge of social services and crisis intervention
- c. Good people skills, and along with demonstrated public speaking experience, ability to communicate effectively in written and oral form
- d. Ability to build partnerships and collaborations with all sectors (Government, other non-profits etc.)
- e. An understanding of United Way and the ability to work effectively under the organization's mission statements.
- f. At least two years of working experience in the Emergency and Disaster Management industry
- g. Proficient in Microsoft Applications (Word, Excel, etc.)
- h. Reliable transportation and a clean driving record

Essential Roles & Responsibilities:

1. Crisis-line Project Manager:

- a. Oversees all day-to-day activities related to crisis calls including Putnam Crisis Helpline operations, which occur in a 24/7 environment
- b. Prepare 9-1-1 call report in writing to the Putnam County Mental Health Commissioner
- c. Research, develop, implement, and oversee crisis training curriculum for the staff
- d. Review/monitor crisis calls daily, train Call Center staff on crisis calls when needed
- e. Attend monthly community mental health meeting
- f. Work with Sr. VP of 2-1-1 and other staff members to evaluate and improve program functioning

2. Emergency Services:

- a. Serve as a liaison to support federal, state and local government during a disaster
- b. On-going outreach to municipalities to educate how 2-1-1 can support their efforts during a local disaster
- c. Year round participation in County Emergency meetings
- d. Maintain and update all resource materials associated with emergency preparedness plans
- e. Update MOUs with OEM (Office for the Emergency Management) annually
- f. Provide disaster training to volunteers to help to respond disaster related calls during major emergencies and disasters.
- g. Serve as the point of contact for Westchester PIC (Public Information Center) including participation in scheduled drills

3. Manage Foster Care Contract:

- a. Serve as a liaison to Westchester County to support the Foster Care Contract
- b. Implement the recruitment plan through multiple marketing activities which will include networking, community meetings, written material, media outreach, collaborative relationships and marketing with associations and community service partners. Some of the marketing activity occur during weekends.
- c. Prepare monthly and quarterly reports on marketing activities including assessing recruitment strategies and tracking
- d. Participation in all foster care meetings (networking and contract partners)
- e. Work with Sr. VP of 2-1-1 and other staff members to evaluate and improve program functioning
- f. Attend training sessions as necessary
- g. Conduct foster care orientation sessions to potential foster care parents (4-6 annually)

4. External Relationship Building

- a. Represent 2-1-1 in all dealings with other organizations and the general public
- b. Maintain a positive working relationships with all partners (including but not limited to partnering United Ways, local government officials, emergency management, funders & providers)
- c. Support 2-1-1HV's advocacy efforts

Additional Duties and Responsibilities:

- Attend quarterly Policy Board meetings when requested
- Assist with presentations on 2-1-1 and crisis intervention in the community, as needed.
- Assist with administrative functions in Sr. VP of 2-1-1's absence
- Assist in planning and implement strategies to develop needed resources (government, foundations, corporations & other private entities) to support the operation and ensure future growth
- Work closely with Sr. VP of 2-1-1 in developing on-going business plan and presenting to the Policy Board and United Way's Board

Send with cover letter, resume and salary requirements (resumes will not be considered without salary requirements) to Lynn Clifford, VP of Operations, 336 Central Park Avenue, White Plains, NY 10606; fax: 914-328-0912; email: lclifford@uwwp.org E.O.E.