



Job Title: Family Services Program Manager

Revision Date: 1/31/2025

Supervisor Title: Family Support Director

Supervisory Responsibilities: Home Visitor, Care Coordinator

FLSA Status: Exempt, Salary

Full-Time, Benefits Eligible, 40 Hours Per Week

On-site attendance is essential for this role

At-Will Position

Salary Range: \$70,000 - \$85,000

Beyond Blindness is a California Nonprofit Corporation founded in 1962 whose mission is to empower children with visual impairments and other disabilities to achieve their fullest potential. We envision a world where all children, no matter their abilities, are equipped to live full and rewarding lives. We value People First, championing and building upon the inherent strengths and value within each child, as well as Family, Connection, Impact, Inclusion, Stewardship, and Optimism.

Beyond Blindness is the only organization in Southern California that provides all of the support and services — outside of medical care — that children with visual impairments and other disabilities need to develop to their highest potential and live fulfilling lives. Beyond Blindness is a one-stop support resource for these children and their families and provides services in clients' homes, at its location in Santa Ana, and in schools throughout Orange County.

Position Summary

The **Family Services Program Manager** is responsible for implementing and managing our Healthy Families America (HFA) program, Advocacy for People with Disabilities (AFPWD) initiative, and other community outreach and engagement activities. This role ensures the successful implementation, coordination, and continuous improvement of these programs to provide comprehensive support for families and individuals with disabilities.

The **Family Services Program Manager** will lead outreach efforts, build strong community partnerships, and oversee program operations to enhance family well-being and disability advocacy. They will supervise program staff, ensure compliance with funding and regulatory requirements, and drive strategic engagement efforts to increase program impact.

Key responsibilities include overseeing the HFA, a nationally recognized, evidence-based home visiting program designed to support families and promote child well-being and positive parent-child relationships; and leading the AFPWD project to empower children and youth with Intellectual and Developmental Disabilities (IDD) and their families in Orange County by enhancing advocacy skills, improving service access, and reducing systemic barriers.

The ideal candidate is passionate about family and disability services, has experience managing social service programs, and is skilled in outreach, advocacy, and community collaboration. This position requires strong leadership, program management, and relationship-building skills to ensure services are accessible, equitable, and effective in meeting the needs of the community.

This job description is intended as a guide to the general job responsibilities.

Responsibilities

Program Oversight & Implementation

- Lead and manage the Healthy Families America (HFA) program, ensuring model fidelity and positive family outcomes.

- Develop and implement outreach strategies to engage families, caregivers, and stakeholders.
- Monitor program effectiveness, using data-driven insights to refine services and outreach strategies.
- Oversee advocacy initiatives for individuals with disabilities, ensuring equitable access to services and resources.

Community Engagement & Partnership Development

- Build and maintain relationships with local organizations, healthcare providers, schools, early childhood centers, and disability advocates.
- Represent the organization at community events, conferences, and policy discussions to promote HFA and disability advocacy.
- Develop culturally responsive outreach strategies to effectively reach diverse communities.
- Recruit, train, and manage peer mentors to support families and advocacy efforts.
- Coordinate advisory groups or coalitions to amplify community voices in decision-making.

Operational & Program Management

- Oversee day-to-day program operations, ensuring smooth and efficient service delivery.
- Develop and implement systems to maintain compliance with program standards and organizational policies.
- Assist with budget planning, monitoring, and reporting to ensure efficient resource use.

Data Collection, Reporting & Impact Evaluation

- Ensure accurate and timely data entry and reporting using program management tools.
- Track engagement metrics, program outcomes, and community needs to evaluate impact.
- Prepare reports for funders, leadership, and external partners, including compliance and operational updates.

Professional Development & Organizational Support

- Collaborate with leadership to support staff training and professional development initiatives.
- Foster an inclusive and positive workplace culture that aligns with organizational values.
- Perform other job-related duties as assigned.

Expectations

- **Belief in mission.**
- **Conduct self in a professional manner**
- **Willing to work evenings and weekends**
- **Respectful to supervisors and coworkers**
- **Regards all employee info as highly confidential**

Education and Experience

- BA/BS in Business Administration, Public Administration, Social Services, Early Childhood Education or related field
- Minimum of 2 years of experience supervising staff.
- Minimum of 3 years of strong operational and programmatic experience in a non-profit, community-based field, working with community partners, families, and employees.
- Strong knowledge of early childhood development, home visiting models, advocacy, and disability rights
- Bilingual (preferred) to support outreach in multilingual communities
- Excellent organizational, problem-solving, and communication skills.
- Project management experience, including tracking program impact and reporting.
- Ability to work collaboratively with diverse groups of families, staff, and community partners.

Licensing & Accreditation Requirements:

All employees working for Beyond Blindness are required to meet the following at all times:

1. LiveScan Fingerprint clearance and background check - DOJ/FBI/Child Abuse Index (one time or upon re-hire)
2. Health Screening (one time or upon re-hire)
3. Proof of immunity to Measles or MMR Vaccination Record (one time)
4. Flu Vaccine within one year (and each year thereafter)
5. TDAP Vaccine within the last ten years (and every ten years thereafter)
6. Clear TB test or Chest X-ray within last four years (and every four years thereafter)
7. Current up-to-date Credential, License, Certification or Units for employment
8. Valid CA Driver's License and current auto insurance

Beyond Blindness offers competitive salary and benefits programs, including medical, dental, vision, and life and disability insurance to employees, as well as generous holiday and PTO policies. We also have a variety of additional continuing education, employee referral, and childcare programs for eligible employees. We also offer a diverse community of employees and clients, emphasizing a culture of engagement, positivity, and support.