



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

POSITION ANNOUNCEMENT

Position: Manager, Whole Family Approach
Location: Newport News, Virginia
Component: Strategic Initiatives

Summary/Objective: The Whole Family Approach Manager will be responsible for overseeing the VDSS 2Gen Pilot Project, Whole Family Employment Program, and the Emergency Services programs. The manager provides oversight of a range of programs that positively impact the community and make a difference in the lives of families served. This position is responsible for the preparation and implementation of the department's annual budget. The manager ensure reporting requirements of federal, state, local and private funding are met and that programmatic compliance is maintained.

COVID-19 NOTICE: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.

Education and/or Experience: Bachelor's degree in Social Services, Sociology, Human Services, Psychology, or closely related field and a minimum of two years of appropriate and related experience public assistance program administration. Experience with program eligibility evaluation. Must possess experience working with public housing residents. TANF and VIEW experience preferred. Expertise in MS Office-Excel, PowerPoint, and Word. Must possess and maintain a valid Virginia driver 's license. Criminal record check, driving record and credit report required for employment. Adept at networking, building relationships, and community engagement.

Responsibilities Include: Manage and assign families to staff within the department. Assist families in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans. Oversees the Guiding Coalition for the VOSS Pilot Program. Determines eligibility for assistance and benefit levels using EmpowOR Client Management System. Establishes, monitors, and approves individual and household development plan goals through information and assessment of client background. Coordinates and participates in out of office visits with family members and other professionals. Maintains current listing community resources. Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System. Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections. Utilize MS Office, EmpowOR Client Management System, e-mail, internet, and other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper,ink, or toner. Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical provides, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems. Performs other related duties as required. Represent the organization in professional, civic, and community groups as requested by the CEO.

Salary: Negotiable. Forty (40) hours per week with Benefits.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit:

<https://hrcapinc.org/about/employment/> to print an application and mail it to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.