

Friends of the Children-Boston
Clinical Program Manager (Middle Cohort)

Mission: *Friends of the Children-Boston* creates generational change by engaging children from high-risk communities in twelve years of transformative mentoring relationships.

Organization: *Friends of the Children-Boston (Friends-Boston)* creates generational change by engaging children from high-risk communities in 12 years of transformative mentoring relationships. We call the children we serve Achievers to demonstrate our belief in their potential for success. *Friends-Boston's* long-term goal is to help Achievers graduate from high school and succeed in college, with the ultimate mission of sustaining independence, self-sufficiency, and positive community contribution. We select children from high-risk communities in first grade and provide them with weekly support every year for 12 years.

Job Description Summary: A Clinical Program Manager (CPM) for the Middle Cohort is a critical member of a team of "Friends" serving the middle cohort of Achievers. The CPM is responsible for being the primary "Friend" to 14-15 Achievers, as well as supervising full-time Friends and Interns who support the overall needs of the cohort. The Middle CPM ensures that the necessary life, home, and school supports are available to help every Achiever graduate high school and attend college. The Middle CPM works collaboratively with other members of the team and reports directly to the Director of Programs and Evaluation.

Job Responsibilities:

Main Responsibilities:

- Maintain a caseload of 12-13 Achievers
- Input ETO data for own caseload and review weekly ETO reports for cohort staff
- Provide supervision to:
 - Cohort Staff (2 Program Managers and 1 Lead Program Manager)
 - 4 Master of Social Work Student Interns
 - Clinical Group Supervision on a rotating basis
- Attend Meetings such as:
 - Bi-weekly cohort meetings consisting of case presentations, team building and agenda preparation
 - Bi-weekly PT Leadership with rotating note takers, time keepers
 - Meetings to attend to a suspended or expelled achiever
- Contribute to National Institute of Health ongoing research
- Coordinate Intern Recruitment
- Coordinate New Staff onboarding
- Complete assessments/evaluations for teachers, caregivers, and staff
- Man the Field Phone on a rotating basis
- Crisis phone coverage for your cohort
- Provide clinical referrals to achievers and their families as needed

Attitude:

- Commitment to providing relentless support to Achievers, families and staff
- Ready to go above and beyond in time and effort to ensure goals are met
- Extreme flexibility and adaptability

- Positive, collaborative and resourceful
- Must have a team first mind-set

Achiever Support:

- As part of the team, ensure that Achievers are receiving a total of 20 hours of direct and indirect support a month
- Develop positive relationships with Achievers and their caregivers through frequent communication and home visits
- Know the needs and strengths of each Achiever served in your cohort and specifically on your caseload
- Have an area of expertise, as assigned, in one of the following areas: high school placement, college access, and/or community connections and partnerships
- Have knowledge of academic performance and social/emotional proficiencies for each Achiever
- Utilize knowledge of Achievers' assets and deficits to set appropriate and realistic goals
- Provide "supportive efforts" (community-based resources and services) and referrals to Achievers and their caregivers to ensure positive outcomes and to work towards prevention
- Maintain up to date electronic file for each Achiever
- Responsible for conducting social/emotional and needs assessments and collecting academic data from schools
- Provide transportation for Achievers as needed
- Serve as primary contact with teachers and administrators at each of the schools attended by Achievers
- Co-lead with Clinical Program Manager (CPM) weekly support meetings for cohort of Adolescent Achievers (meeting will include a CPM, a PM, 1 – 2 macro social work student interns, and 2- 4 micro social work student interns)

Intern Support:

- Support interns in their work of providing targeted small group work, event planning, and liaising with community based organizations
- Provide continuous constructive feedback and coaching as necessary, and manage any areas of performance improvement
- Work with all members of the Program Team to develop and enhance programmatic design and remain on the cutting edge of best practices
- Serve as primary contact with intern Field Advisor, if relevant

Data/Evaluation Management:

- Review Achiever data weekly to drive decision making about what is best for the Achiever
- Review data weekly and monthly to prepare for monthly reporting meetings and to ensure that data is accurate and complete
- Use Efforts to Outcomes (ETO), an online evaluation program, to document and maintain all case notes and regularly analyze Achievers progress towards goals to inform and modify service plans
- Ensure on-time completion and submission of Achiever assessments, goal reviews, weekly service plan logs (case notes), academic data, and other evaluation materials
- Ensure accurate submission of Intern time sheets and expense reports

Organizational Support:

- Maintain ongoing communication with all Family Friends (donor matching program) matched with Achievers, including planned outings and community service events
- Participate in and supervise participation of Achievers and interns in *Friends-Boston* events
- Participate in field phone system to ensure Achiever and intern accountability
- Attendance at organizational events is required including the Gingerbread Event, Lemonade Day, end of the year celebration, Friend Raiser and other weekend and evening events
- Serve as lead on an on-going project or initiative

Additional Responsibilities:

- Other duties as assigned
- Ability to work at least 3 Saturdays/month throughout the year as well as some nights required
- Vehicle required

Education and experience requirements:

- Degree in Social Work
- Previous experience working with children and families
- School-based experience preferred
- Spanish and Creole language skills a plus

Interested candidates, please send your resume and cover letter to:
Recruitment@friendsboston.org