



Job Title	<i>Senior Program Manager & Social Worker</i>
Department	<i>Center for Financial Inclusion</i>
Reports to	<i>Center for Financial Inclusion Director</i>
Location	<i>Washington, DC</i>
Position Type	<i>Regular, Full-time</i>
Exemption Status	<i>Exempt</i>
EEO Classification	<i>0430</i>
Date	<i>January 2025</i>

General Summary

The Greater Washington Urban League is offering The Black Fatherhood Blueprint Program in partnership with the United Way of the National Capital Area (United Way NCA). This program will provide guidance and support for fathers and their families. Fathers will be supported in the areas of health, relationships, and economic mobility. The program will help Black Fathers in Washington, DC to improve overall wellness, economic well-being, and reduce child support arrears for hundreds of families in the District of Columbia, now and in future generations. After a four-month ramp-up phase, the program will serve 150 families over a 2-year period.

The fathers will receive ongoing guidance and resources, to support their healing, build their network of support, increase their parenting knowledge, and improve their overall well-being, while also fulfilling their duty to provide financial resources for their child. The program will provide healing circles, financial therapy, workforce development training, parenting education, mental and physical health resources, legal support, housing navigation, emergency financial assistance, peer support groups, individual and family therapy, and more. It will serve as a place for fathers to build stronger familial bonds, regain their financial footing, catch up on child support arrears, and develop their own social and emotional well-being and that of their families.

The Senior Program Manager & Social Worker will play a critical role in transforming and shaping the lives of fathers and their families. This role involves developing and implementing program plans, and timelines, leading a multidisciplinary team, managing client cases, and ensuring that services are delivered in compliance with organizational standards and best practices. Key responsibilities include coordinating community outreach efforts, assessing client needs, designing and executing intervention strategies, managing the program evaluation, and maintaining relationships with external partners and stakeholders. The Senior Program Manager & Social Worker will also provide supervision and mentorship to junior staff, monitor program performance through data analysis, and lead quality improvement initiatives. Strong leadership, problem-solving, case management, project management, and communication skills are essential, as is the ability to navigate complex cases and advocate for clients across various systems.

Essential Duties and Responsibilities

According to the ADA 1990, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- **Program Strategy:** Set strategy and monitor progress towards the overall program goals.
- **Program Management:** Manage the design, implementation, and program evaluation, ensuring alignment with organizational goals and community needs. Monitor program progress and evaluate outcomes to ensure effectiveness and make necessary adjustments.
- **Client Assessment:** Conduct thorough assessments of client needs and risks, developing individualized intervention plans to support their well-being and long-term success.
- **Team Leadership:** Supervise and mentor a multidisciplinary team of social workers and support staff, providing guidance, training, and performance evaluations. Lead a high-performing team of professionals by fostering learning, effective communication, and a collaborative work environment.



- **Community Engagement:** Conduct listening sessions and nurture relationships with community members to ensure ongoing program relevance, effectiveness and authenticity. Represent the organization with the public and funders to increase awareness of constituents needs, advocate for policy changes, amplify the positive narrative about Black fathers, and promote the Black Fatherhood Blueprint program's value and impact.
- **Stakeholder Engagement:** Build and maintain relationships with external community partners, agencies, consultants, and stakeholders to enhance program outcomes and resource accessibility. Collaborate with internal and external stakeholders to identify partnerships and opportunities that enhance the program offering and a broader audience. Manage external program consultants providing services for the program.
- **Case Management:** Manage and coordinate complex cases, ensuring clients receive appropriate services and resources across various systems. Implement applicable social work interventions, particularly those that are effective in the context of pilot programs or new initiatives.
- **Data Analysis & Reporting:** Collect, analyze, and report program data to assess effectiveness, identify trends, and ensure continuous quality improvement. Monitor program outcomes, assess effectiveness, and make data-driven and client-supported recommendations to achieve program impact goals. Keep leadership and key stakeholders informed through timely and accurate program impact and operational performance reports, presentations, and dashboards. Prepare monthly, quarterly, and annual reports for various funding sources, as may be required.
- **Resource Allocation:** Oversee the allocation of program resources, ensuring efficient use of budget and staff while maintaining high service standards.
- **Compliance & Standards:** Ensure all program activities adhere to applicable laws, regulations, and best practices in social work and service delivery. Maintain confidentiality and fidelity of client data entered into program's system of record
- **Crisis Intervention:** Provide crisis intervention and support to clients in urgent or high-risk situations, coordinating with other professionals as needed.
- **Advocacy & Policy Influence:** Advocate for clients' needs at the local, state, or national level and contribute to policy development or system improvements that benefit target populations.
- **Professional Development:** Participate in ongoing professional development opportunities and encourage staff to enhance their skills and knowledge in social work practices.

Qualifications

- Master's degree in social work (MSW) from an accredited institution.
- Valid licensure as a Licensed Clinical Social Worker (LCSW) in the District of Columbia or equivalent preferred.
- Minimum of 7 years of direct experience in social work practice, with at least 3 years in a program management or leadership role.
- Proven experience in designing, implementing, and evaluating complex social service programs.
- Ability to develop and implement new approaches to social work that can be tested and refined as needed
- Experience providing culturally affirming direct services and case management to Black men, including individuals facing complex social, economic, or health challenges.
- Familiarity with social work interventions, particularly those that are effective in the context of pilot programs or new initiatives.
- Demonstrated ability to manage multidisciplinary teams and supervise staff effectively.
- Strong leadership, decision-making, and team-building skills.
- In-depth knowledge of social work practices, ethical guidelines, and relevant legislation.
- Ability to assess client needs and develop comprehensive care plans.
- Excellent communication skills, including the ability to collaborate with clients, staff, and community partners.
- Proficiency in data analysis, report generation, and the use of program management software.
- Crisis intervention and conflict resolution expertise.
- Strong knowledge of local social service systems, service providers, and community resources.
- Strong organizational skills and the ability to manage multiple tasks and priorities.
- Strong working knowledge of Microsoft Teams, Word, Excel, PowerPoint, and Outlook.
- Effective verbal, oral, and written communication skills.



- Strong problem-solving skills and the ability to think strategically in complex environments.
- Experience with budget management and resource allocation in a social service context.
- Ability to work flexibly and adapt to changing client needs or organizational priorities as the program evolves.
- Willingness to pursue ongoing professional development and maintain current licensure/certification.
- Must be able to personally identify with the lived experiences of our primary constituents and clients.
- Must be legally authorized to work within the United States.
- Must successfully complete a background check.

Working Conditions

The employee will be working in a normal office setting. This position requires full-time availability with occasional evening and weekend hours and is based in the office.

Physical Requirements

While performing the duties of this opportunity, the employee will frequently sit, stand, walk, and reach. May need to lift files or packages periodically.

Other Duties

This job description is intended to describe the general nature and work performed by employees but is not a complete list of activities, duties, or responsibilities required of personnel. Furthermore, other duties, responsibilities, and activities may change or be assigned at the discretion of the employer.

Direct Reports

The incumbent will manage approximately nine(9) full-time employees.

Signature

The employee signature below constitutes the employee acknowledging receipt of the requirements, essential functions, and duties of the position. The Greater Washington Urban League is an at-will employer.

Employee Name: _____

Employee Signature:

Date:

Approved By:	
Date Approved:	
Reviewed:	