



Program Manager, Center for Work and Family Life

Job Description

JOB INFORMATION

Job Code:	187338
Job Title:	Program Manager, Center for Work and Family Life
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Social Work/Counseling
Job Family Group:	Social Work
Management Level:	5 Manager

JOB SUMMARY

Drives the development and delivery of the Center for Work and Family Life's innovative, supportive employee assistance services offered to faculty and staff. Collaborates with relevant stakeholders to align employee needs with CWFL resources, helping clients attain professional and personal life balance. Partners with campus departments to market and promote services (e.g., workshops, trainings, programs) and increase engagement. Establishes and develops program operations and manages administrative functions. Contributes to content, design and strategic planning efforts, prioritizes service excellence and integrity, and ensures confidentiality. Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Master's degree	
	X	Doctorate	

Additional Education

Check here if experience may substitute for some of the above education.

☐ Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	
	X	7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

☐ Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Master's degree in psychology, social work, counseling or other related fields. Marriage and family therapy (MFT), LPCC and/or LCSW certifications from an accredited program.
X		Post-master's certification in a clinical setting.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		State of California licensed mental health care professional.
X		Certified Employee Assistance Professional (CEAP) certification or equivalent EAP experience.
X		Five years' experience in human resources, with some in Employee Assistance Programs.
X		Demonstrated experience managing program operations and administrative functions.
X		Experience developing employee assistance resource content and materials.
X		Ability to provide consistent, equitable, confidential support and resource referrals to faculty/staff.
X		Proven knowledge of psychology principles applied to human resources administration, employee engagement and program development.
X		Experience with employee crisis intervention, management and incident response and reporting.
X		Advanced knowledge of industrial-social work, organizational psychology or counseling theories and techniques.
X		Proven interpersonal skills, able to establish strong, positive working relationships and rapport with diverse groups of team members.
X		Experience with assessment and evaluation of mandated employee referrals.
X		Exceptional organizational skills, able to prioritize between immediate needs and long-term objectives.
X		Ability to exercise sound judgment in making decisions with minimal supervision and discretion with confidential information.
X		Excellent written and verbal communications skills.
X		Proficiency with Microsoft Office.
X		Excellent analytical skills, able to think strategically and creatively.
	X	Doctorate in psychology, social work, counseling or other related fields.
	X	CEAP, PCC, ICF, EAP, EAPA or other similar certifications.
	X	Three years' experience in an Employee Assistance Program, with extensive program management experience in planning, budgeting, scheduling, people administration, policy implementation and marketing.
	X	Two years' experience in a leadership, management and/or people-building role.
	X	Experience in higher education and/or in an industrial environment.
	X	Demonstrated emotional intelligence and counseling skills founded in empathy, with a culturally sensitive approach.
	X	Experience contributing to proposal design, development, content and evaluation projects.
	X	Ability to interpret policies and trends, conclude sound analyses and propose solutions.
	X	Experience with group consultation, mediation, problem identification and resolution.
	X	HR knowledge based on a combination of theory, learning, research and hands-on experiences.
	X	Demonstrated ability to effectively communicate with senior leadership.
	X	Bilingual communication skills, fluent in English and Spanish.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Coordinates and reviews community resources (e.g., social service agencies, psychosocial referrals). Leads client strategy development for conflict resolution. Consults with department administrators regarding problems presented by faculty/staff related to psychosocial factors (e.g., chemical dependence, work-related stress and relationships). Sets and communicates program delivery details, and develops marketing/promotion strategies (e.g., digital communication targeting). Cultivates positive working relationships with human resources stakeholders to facilitate programming.				
Identifies trends and/or needs to plan and develop program objectives and content. Guides service delivery (e.g., goal-oriented staffing) to targeted participants. Develops and conducts workshops, seminars and other appropriate related activities. Oversees staff and leads program operations and administrative processes. Sets program budgets, recommends resource allocations and regularly provides financial status reports as needed. Plans and implements promotional campaigns and employee outreach activities. Implements and maintains office security procedures and controls.				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Serves as a key resource for program information. Leverages expertise with employee assistance resources and services to translate their benefits that support the facilitation of departmental strategies and goals. Manages service delivery to targeted program participants or beneficiaries, reviews and evaluates progress, and follows up with clients. Builds innovative programming linked with relevant departments that provide opportunities to increase employee engagement. Leads change efforts maximizing employee optimization for utilizing CWFL resources.				
Develops curriculum and course materials, and coordinates involvement with program facilitators. Leads administrator training sessions regarding chemical dependence, stress, crisis and referral procedures. Assists the development of prevention, intervention, referral and outreach services. Identifies fundraising opportunities and funding sources. Writes and develops grant and research proposals when necessary. Develops and maintains automated/manual systems and procedures to facilitate program operations and resolve issues referred by varied stakeholders.				
Regularly assesses program operations, leveraging new technologies and processes to drive continuous improvement. Modifies or creates new service offerings to maintain or enhance CWFL resources and reputation. Upholds the principles of the USC Code of Ethics. Maintains confidential client records. Demonstrates the alignment of CWFL offerings with departmental/university strategic plans. Contributes to an inclusive environment, building and maintaining strong cross-functional relationships between varied organizational and university cultures.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.