



Bilingual Peer Support Manager Job Description

Position Title: Peer Support Manager

Department: Peer Support

Reports To: Sr. Manager of Programs

Start Date: As soon as possible

Employment Class: Full-time, Year-round

Pay Status: Exempt

Hours Per Week: 40

Location: Summit County, CO

Starting Pay Range: \$65,000 - \$67,600 and eligible for leadership retention bonus

Job summary:

The Peer Support Manager reports to the Sr. Manager of Programs. The Peer Support Manager is responsible for the oversight of parenting and peer program employees and provides oversight on administering terms and agreed upon services for 7-10 Contractors providing Peer services. The Manager will ideally have an Early Childhood background or experience as well as knowledge of local Summit County resources for families. Additionally, the Manager will work closely with the Sr. Manager of Programs on program design to continually meet the growing need in the Spanish speaking community. The Manager is responsible for outcomes, evaluation, budget and grant management. The candidate must live in Summit County or a surrounding community and be able to work in-person for this position. Occasional night and weekend work required.

Main Areas of Focus:

- Administrative 10%
- Budget and Grant Management 25%
- Data Integrity and Reporting 20%
- Employee Oversight 40%
- Strategic Planning 5%

Our benefits include:

- Five weeks of paid time off (PTO) per year, and additional personal time off as well as paid holidays.
- Medical, dental, and vision insurance with employer contribution for employees and eligible dependents (some plans are covered 100% by employer, multiple buy-up options available)
- Flexible Spending Account (FSA) for health and dependent care expenses.
- Health Savings Account (HSA)
- Life Insurance and AD&D, covered by employer
- Employee Assistance Program (EAP)
- Short- and Long-Term Disability (STD, LTD)
- Voluntary Benefits (Accident Plan, Hospital Indemnity, Critical Illness, and Legal Plan)
- 403(b) Retirement plan
- Paid training and professional development opportunities
- Discounted ski passes and access to shared ski medallion
- Local recreation discounts and perks

The person we are looking for will:

- ★ Be a big-picture visionary with the capability to implement large scale projects and develop programs
- ★ Be independently motivated to manage a dynamic team of employees and contractors



- ★ Be goal-oriented, able to meet time sensitive deliverables, deadlines and budget requirements
- ★ Be compassionate, empathetic, trauma-informed and culturally responsive, especially with people with lived trauma

Primary duties:

- Coordinate and ensure implementation of evidence-informed programs and strategies that aim to reduce child abuse and neglect and substance misuse and abuse, increase protective factors, and responds to community needs, as well as oversee outcomes, evaluation, budget and grant management of such programs.
- Serve as the driving force behind program responsiveness and adaptability, advocating for families' needs, reporting on trends, and creatively responding to serve more families or meet their needs
- Oversee the ALMA and ACCION Peer Support Program and any future peer community growth
- Supervise the Peer Coordinator who oversees the peer contractors who administer peer supports including intake and program exits, peer visits, and group services and determines if agreed upon services are completed
- Oversee the Parenting program and employees and provide leadership support including but not limited to administrative, trainings, timecards, scheduling, performance, deliverables, etc.
- Ensures data accuracy and integrity, monitors completion of required pre and post assessment, completes and submits monthly reports, and maintains confidentiality
- Collaborate with all FIRC programs to ensure Social Determinants of Health are met through wrap-around supports and warm referrals
- Develop and maintain up to date Stand Operating Procedures (SOPs) and provide on-going training and support
- Oversees and delegates monthly support groups (Grupo and Grupitos), program graduations, quarterly program events or workshops, and pro-social events

Responsibilities include but are not limited to:

- Utilize an Early Childhood and Family Development framework to guide programming and staff development
- Represent FIRC at various community committees, taskforces and events while adhering to FIRC's mission, vision and values
- Create excellent rapport with families, community partners and internal team members
- Support outreach efforts to educate the community about Peer supports and community, and coordinate with community agencies to improve client access to services resources.
- Offer professional development opportunities for the Parenting staff and ensure all training requirements are met
- Maintain confidentiality and follow HIPAA guidelines at all times
- Train program new hires
- All other duties as assigned

General requirements of the position include:

- Effectively demonstrate strong written and verbal communication skills in English and Spanish, required
- An understanding of, connection to, and ability to effectively communicate and engage with community members, especially the local Hispanic/Latino population
- At least one year of experience supervising early childhood education programs, home visitation, or related supervisory experience required
- Degree in Early Childhood Education, Human Services, Psychology, Sociology, or related field preferred
- Excellent computer skills including the full Microsoft Suite, knowledge of or ability to learn various databases and virtual platforms
- A valid Driver License and reliable year-round transportation

Physical requirements of the position include:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



- Use of hands to handle, feel, grasp, and operate objects and tools, and reach and lift with hands and arms
- Hand-eye coordination is necessary to operate computers and various pieces of equipment
- The employee is frequently required to stand, walk, stoop, kneel, crouch, and twist
- The employee must frequently lift and/or move up to 20 pounds

Our work environment:

The work environment described here is representative of what must be met by an employee while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate but varies due to programs and staffing on site. While performing the duties of this job, the employee may work in client homes or other meeting spaces where variable conditions could exist. All FIRC new hires are required to pass a background check.

About us:

Serving its community since 1993, the Family & Intercultural Resource Center (FIRC) is a non-profit organization that aims to enhance the quality of life in Summit County by providing information, assistance and education to families, immigrants and refugees. The FIRC fosters collaboration among community agencies and businesses and advocates for family and cultural competence.

FIRC is an Equal Opportunity Employer

FIRC is committed to building a diverse, equitable, and inclusive community, and we seek to recruit, develop, and retain the most talented people from a wide variety of backgrounds. We prohibit discrimination and harassment of any kind based on race, color, national or ethnic origin, sex, gender identity or expression, sexual orientation, pregnancy, age, religion, disability, veteran status, genetic information, or any other characteristic protected by federal, state, or local laws.