



JOB ANNOUNCEMENT

SENIOR RECOVERY TEAM PROGRAM MANAGER **\$110,298.00**

Department of Family and Support Services

Number of Positions: 1

MISSION

Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive.

BACKGROUND - DEPARTMENT OF FAMILY AND SUPPORT SERVICES (DFSS)

As the City of Chicago's primary social services funder and administrator, the Department of Family and Support Services (DFSS) manages a comprehensive, client-oriented human service delivery system that employs a holistic approach to improving the quality of life for our most vulnerable residents. The department provides services to vulnerable Chicagoans through seven program units: children, domestic violence, homeless, senior, workforce development, youth, and human services divisions. The department provides critical services through its network of approximately 350 community-based agencies and directly through its six Community Service Centers and six Regional Senior Centers. The department stewards a \$790 million budget (\$404M annual budget + \$386M in CARES, ARP, and Bond investments).

ROLE OF THE RECOVERY TEAM SENIOR PROGRAM MANAGER

The Recovery Team Senior Program Manager will lead the Recovery Team to provide internal project management and business improvement support to program teams across the division. The Recovery Team's focus is on maximizing the value and impact of the Department's Chicago Recovery Plan initiatives (\$226M, funded through the American Rescue Plan Act). The Recovery Team Senior Program Manager will provide direct project management or other support to priority Chicago Rescue Plan initiatives, manage two Recovery Team Project Managers to do the same, and lead strategic planning related to the team's function and daily work. The Recovery Team Senior Program Manager will report to the Senior Director of Strategy, Policy, and Equity.

ESSENTIAL DUTIES

Management – 40%

- Lead the team that assists program implementation improvement efforts across the department through project management, process improvement analysis, and other related internal consultancy functions.
- Manage two to three Recovery Team Project managers or other similar positions, including participating in the hiring and performance evaluation process for subordinate staff.
- Directly assist, or oversee Recovery Team Project Managers to assist, with the implementation of one or more programs within the Department's Recovery Plan portfolio; this may include project plan

design, workplan management, budgeting, developing process and outcome metrics, and keeping all stakeholders aware of critical updates and challenges.

Project Management and Department Collaboration – 40%

- Engage staff at various levels to identify programs and initiatives that could benefit from short-term assistance from a project manager; work with senior leadership to prioritize the staffing resources available to assist.
- Lead the long-term stability planning around ARP projects including creating a system of evaluation and prioritization of project to be used in determining which projects the department will pursue for future funding as the ARP funding ends.
- Create collaborative partnerships with internal and external stakeholders (e.g. program teams, department leaders, sister agencies, delegate agencies, and community groups) to promote the development of quality services and program continuity.
- Advance the implementation of DFSS's commitment to outcomes and equity throughout Recovery Teamwork.

Other – 20%

- Oversee implementation plans for the development of Requests for Proposal related to the administration of funds.
- Interpret and report on data and information; draft recommendations for executive leadership and stakeholders that promote program impact, equity, and access for underserved and vulnerable populations.
- Develop and implement effective approaches to delegate agency management, including program performance evaluation and improvement.
- Serve as a liaison to the Mayor's Office Project Management Office, responsible for coordinating program-level reporting related to DFSS Chicago Recovery Plan initiatives.
- Represent the department at meetings, planning groups, and work groups to discuss policies, programs, progress, and outcomes.
- Perform related duties as required.

Department of Family and Support Services

Location: 1615 W. Chicago Avenue

Hours: 9:00 am to 5:00 pm

THIS POSITION IS EXEMPT FROM THE CAREER SERVICE.

THIS POSITION IS A SHAKMAN EXEMPT POSITION. THIS POSITION IS FUNDED BY THE LOCAL FISCAL RECOVERY FUNDS AND WILL BE FUNDED THROUGH DECEMBER 2024.

Qualifications

Graduation from an accredited college or university with a Master's degree in Business, Public Administration, Public Policy, Social Work, or a related degree; plus four years of experience in operations analysis, project management, strategic planning, or administering programs of which one year is in a management/supervisory role related to the responsibilities of the position, or an equivalent combination of education, training, and experience.

Selection Criteria

This position requires applicants to complete an interview which will include a written exercise and/or a skills assessment as part of the interview. The interviewed candidate possessing the qualifications best suited to fulfill the responsibilities of the position, based on the oral and written parts of the interview will be selected.

Preference will be given to candidates possessing the following:

- Prior project management experience, leading people through a process with a stated goal or purpose
- Experience synthesizing and communicating information for various audiences verbally and in writing, such as memos, reports, presentations, briefings, and trainings.
- Experience planning and facilitating productive conversations with groups of varied sizes and compositions
- Experience establishing and maintaining positive working relationships with staff, leadership, and community organizations
- Knowledge of the principles of organization, administration, and management
- Proven track record in developing programs including outcome measures, research questions and evaluation criteria
- Experience analyzing and visualizing data to inform recommendations
- Experience managing ambiguity and shifting needs or priorities

Interested Candidates should send their Resume and Cover letter to the following:

Cristina Medina

Director of Administration II

Department of Family and Support Services

cristina.medina@cityofchicago.org

ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ANY AND ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.

The City of Chicago is an Equal Opportunity and Military Friendly Employer

City of Chicago

Brandon Johnson, Mayor

Department of Human Resources

Christopher Owen, Commissioner