

# ROO MANAGER

<b>JOB TITLE</b>	Reach Out Oregon Manager
<b>REPORTS TO (title)</b>	Family Support Services Manager
<b>DEPARTMENT/REGION NAME</b>	Reach Out Oregon
<b>FTE</b>	.75 FTE
<b>FLSA</b>	Exempt
<b>PAY GRADE</b>	14

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

OFSN is a family run organization that values those who have direct experience raising a child with significant mental, emotional and/or behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience.

## **PRIMARY PURPOSE**

The Reach Out Oregon (ROO) Manager is responsible for consistently demonstrating OFSN's values in all business interactions and performance. The Manager exhibits a spirit of cooperation, showing adaptability and flexibility while supporting organizational policies, procedures, and goals and is also responsible for developing and maintaining trusting relationships with their team, OFSN co-workers and community/system partners as well as contractors. A primary function of this role is managing a statewide parent warmline providing emotional support, information, and resources to parents, through phone, chat, video conferencing, text and support groups. The line is operated by staff with lived experience of parenting challenges, who offer a compassionate and non-judgmental space for callers to discuss their experiences, feel less isolated, and develop coping strategies. The ROO Manager ensures all resources of the program and personnel are used in the most efficient and effective manner while growing and expanding the reach. The ROO Manager is responsible for supervising certified family support specialist staff operating the warm line, coordinating regional respite events and managing contract deliverables.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Program and Personnel Management (40%)**

- Schedule and oversee assigned warm line staff to maximize human and financial resources.
- Ensure that staff work is aligned with organizational priorities, policies, and procedures.
- Supervise effectively across differences and be responsive to linguistic and cultural needs of personnel and parent warmline callers.
- Participate in required training programs and ensure all assigned personnel are meeting training requirements.
- Model and supervise employees using the Family Support Specialists competencies and align practice with peer principles.
- Share and use personal lived experience and professional expertise in supervision and management role.
- Align supervision and leadership with organizational priorities, messaging and vision.
- Ensure that staff documentation, progress notes and other required information is completed and submitted timely and completely.
- Train and coach warm line staff to ensure that family support competencies and practice are integrated into daily work.

### **Parent Warm Line Operation (40%)**

- Oversee operations of the parent warm line, including caring contact referrals and community-based family support.
- Develop and maintain established relationships with other state hotline and warmline programs to ensure that the parent warmline is an integral part of the statewide system.
- Ensure that the Reach Out Oregon warm line is engaging and serving the needs of the identified population through call, chat, text, email, support groups, facilitated discussions, parenting curriculum, community based support, etc.
- Work closely with staff, callers and community partners to identify and resolve barriers to accessing Reach Out Oregon services and supports.
- Assess and make recommendations to executive staff for expansion or efficiency of contract funding, staffing models and/or program development.
- Develop reporting protocols and tracking systems to maximize the ROO Warm Line operations.
- Expand the service array and partnerships that embed the parent warmline in child and family serving systems.
- Guide parents to relevant information, community services, and other support networks to help them find solutions and resources.

### **Administrative Tasks (20%)**

- Responsible for maintaining accurate records and providing monthly, or quarterly tracking and evaluation reports as requested in a timely manner.
- Provide accurate and timely documents, reporting, and other metrics as needed.
- Proficiently work with software, data systems, and support team members to maximize the operations.
- Ensure safety and compliance for all staff work locations, employees, and company assets.
- Attend organization meetings, statewide committee or taskforce meetings as requested and/or required.
- Ability to use diplomatic and conflict resolution skills to facilitate collaborative relationships in alignment with the organization.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Develop, assist, attend and/or participate in supportive services for parents/caregivers (e.g., support groups, family activities, recognition events, training).
- Assist with and attend OFSN or community special events when requested.
- Develop and sustain engaged, positive and collaborative working relationships with community partners, families, and contractors.
- Other duties as assigned or needed by the organization.

### **QUALIFICATIONS**

- Must be able to meet all state requirements and be registered as a Traditional Health Worker with a worker type of Family Support Specialist within 6 months of hire.
- Requires experience working as a peer support to families raising a child with emotional, behavioral, mental health, developmental, or other health challenges.
- Excellent written and verbal communication skills, and ability to present and work with diverse audiences, specifically racial, ethnic, gender expression, socioeconomic, education, spiritual and alternative cultural backgrounds.
- Must be able to pass preemployment requirements, which includes a criminal and abuse background check.
- Ability to represent complex and diverse issues in an articulate and compelling manner.
- Demonstrated ability to bring multiple views and perspectives together for common services, supports and outcomes.
- Must be able to work with multiple projects within tight timelines and deadlines.

- Demonstrate excellent organizational and time management skills.
- Proven ability to work independently and part of a team.
- Have reliable transportation, valid and current automobile insurance and an insurable good driving record, or access to reliable transportation.
- Knowledge and understanding of confidentiality standards according to HIPAA.
- Comprehensive knowledge of, or ability to use, Microsoft Office (such as Word, Excel, PowerPoint), database, and electronic health record software, and virtual platforms (such as Zoom and Google Meets).
- Prefer previous experience with warm line or crisis line software and practice.

**1. PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.**

**A. The physical effort typically applied in this job includes (check all applicable boxes):**

<input checked="" type="checkbox"/> Lifting	<input checked="" type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input type="checkbox"/> Pushing	<input type="checkbox"/> Shoveling	<input checked="" type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

**B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):**

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.		X		
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.				
More than 60 lbs.				

**C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):**

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input checked="" type="checkbox"/> Carrying		

**2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):**

Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.

Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.

Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.

X	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
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	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.
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**3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.**

**A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):**

<input type="checkbox"/> Dust	<input type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

**B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this job):**

x	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
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	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
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	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
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	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
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	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.
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**4. ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):**

Compliance with general company standards.  
 Work in community-based environments and facilities.  
 Weekend and evening hours may be required.  
 Travel across the state and some overnights required.  
 May require remote work or virtual work and training delivery.  
 Requires regular and reliable attendance.

5. **SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):**

Compliance with general company standards.

Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. **EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.**

<input type="checkbox"/>	Executive/Senior Level Managers (1.1)	<input checked="" type="checkbox"/>	First/Mid-Level Managers (1.2)	<input type="checkbox"/>	Professional (2)	<input type="checkbox"/>	Technician (3)
<input type="checkbox"/>	Sales (4)	<input type="checkbox"/>	Administrative Support Workers (5)	<input type="checkbox"/>	Craft Worker (6)	<input type="checkbox"/>	Operative (7)
<input type="checkbox"/>	Laborer (8)	<input type="checkbox"/>	Trainer/Family Support Specialist				

7. **SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.**

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>