Title: Kinship Navigator Program Manager
Company: Wyoming Citizen Review Panel (WyCRP)
Location: May be located anywhere in the State of Wyoming - Reports to the main office in Cheyenne
Salary: $38,000-40,000 Annually
Benefits: Health Insurance (70% of the premium for employee only), 401(k) contribution
Status: Full Time

Job Summary:
Kinship Connections of Wyoming is a free service to grandparents, relatives and other caregivers who are raising children that are not their own. We know that the gift you are giving to the children you are caring for can be extremely rewarding but also very challenging. It is our goal to minimize stressors through support and advocacy. A Kinship Navigator Specialist will ensure that your family is able to learn about, access and use appropriate programs and services to meet your needs and the needs of the children you are raising. By fostering the positive, well-being of kinship caregivers and children, the kinship caregiver will have an increased capacity to provide a safe, stable and nurturing home.

This program is jointly managed by WyCRP and Wyoming 2-1-1. The Kinship Navigator Program Manager reports directly to the Executive Director of WyCRP for all employment matters. The Program Manager works collaboratively with the Executive Director of Wyoming 2-1-1, Executive Director of WYCRP, and the Kinship Navigators to reach the strategic objectives of the program. This position plays an instrumental role in facilitating strategic expansion of our kinship navigator program in Wyoming by operationalizing program plans, creating program infrastructure, and building professional relationships with key stakeholders. The Program Manager is responsible for leading recruiting efforts and retention efforts of kinship families, leading the initiative in the state of Wyoming to support kinship care, and providing supervision to program Kinship Navigators[1].

This position will also provide kinship caregivers assistance with understanding, navigating, and accessing the system of resources, care supports, and services available in their communities including but not limited to: accessing health care and legal services, respite care, support groups, advocacy, training, and emergency funds for the purpose of strengthening the family while promoting stability for the abused and neglected children in their care.

Duties and Responsibilities:
Program Manager responsibilities include but are not limited to:

- Participate in the Kinship Navigator Collaborative and lead the Kinship Connections of Wyoming's team in this collaboration to jointly create and implement the common elements of a robust kinship navigator program model serving kin caregivers and children regardless of their child welfare system involvement, and to conduct rigorous evaluations that demonstrate improved outcomes for both children and caregivers.
- Implements a strategic plan for program growth including elements such as number of families served, number of permanently placed children, quality, program scope and geographic reach.

[1] Personnel matters (including, but not limited to, hiring, firing, discipline, etc.) rest with the Director of WyCRP, in coordination with Director of Wyoming 2-1-1.

- Develops and implements a kinship family recruitment and retention strategy
- Ensures service delivery provision to children and their caregivers through the use of best and evidenced based practices and strength-based interventions in alignment with our strategic outcomes and definitions
- Upholds the policies and procedures of Wyoming 2-1-1 and the WyCRP as it relates to Kinship Navigator program
- Develops in-depth knowledge of the Kinship Navigator program
- Develops protocols and procedures to ensure high quality of service
- Facilitates meetings and coordinates communication among program partners
- Provides training, oversight and supervision as required and needed to ensure staff objectives and job expectations are clear and staff has the support, knowledge, materials, procedures and protocols to perform the work as written and expected and that result in program, agency, and contractual outcomes and obligations being met
- Assists with program budget management, fundraising efforts, and identification of funding sources
- Tracks, analyzes, and reports key indicators and create predictive model of program needed inputs to achieve desired outputs
    - Maintains and synthesizes information, data, and records to evaluate the effectiveness of current programs and services, and recommends program modification
    - Compiles and interprets data to provide outcome reports related to the implementation of Kinship Navigator program, including but not limited to monthly and quarterly reports
    - Assists in identifying gaps and barriers to services, and system issue trends families may experience in utilizing services
    - Coordinates and leads community outreach and networking events to promote awareness and create connections to KCoW; specifically targeting community agencies and providers, caregivers, and other family members
- Develops/implements marketing and recruitment strategies in partnership with program partners.
    - Manages social media platforms based on marketing strategies and develops social media reports to better drive the marketing efforts for KCoW
    - Develops targeted marketing strategies aimed at child health providers, schools, community-based programs, family-oriented organizations, and grandparents and relatives to increase awareness of the KCoW
    - Distributes KCoW education materials, information packets, and marketing materials to area agencies and families. Tracks distribution for effectiveness of materials distributed and incoming referrals
    - Prepares and distributes monthly e-newsletter and blog
    - Maintenance of website with current information
- Provides presentations to local referral sources to educate them about the programs in the department.
    - Attends community, regional and/or statewide meetings or events to present on, provide information about and represent KCoW.

- Partners across programs to support child welfare service continuum
    - Establishes and maintains partnerships within the state and local communities to improve the availability and quality of services for families, and increase cross-sector collaboration
    - Develops and cultivates relationships with key community leaders, local organizations and businesses to increase the number of new callers to KCoW and 2-1-1
- Identifies agencies offering services for kinship families and coordinates with Wyoming 2-1-1 staff to include new agencies in the community resource database

Navigator responsibilities include but are not limited to:

- Accept referrals from the community via phone, email communication, walk-ins, or referrals from partners
- Respond to referrals within one (1) business day.
- Assist formal and informal caregivers to learn about, locate, and utilize existing programs and services to meet both theirs and the children they're raising needs.
- Offer information and referral services, emotional support, case management, and outreach to kinship families.
- Assist caregivers in removing barriers to receiving services.
- Create a Navigation Plan, in partnership with the caregiver to meet identified needs.
- Make referrals or otherwise implement strategy in partnership with families and provide advocacy as needed
- Ensure kinship families have access to benefits for which they are eligible, including the Temporary Assistance to Needy Families (TANF) and respite care services.
- Assist caregivers in utilizing existing community resources and support systems, including but not limited to educational, legal, health, and mental health services.
- Improve caregivers' social support systems (i.e. professional agencies, support groups, parent groups, professional helpers, community resources, etc.)
- To increase better service to kinship families, provide training or information sessions between all partners to increase their knowledge of the needs of kinship care families and individuals who are willing and able to be foster parents
- Provide educational and training activities for kinship caregivers in obtaining supports, benefits and services to improve their caregiving
- Complete and maintain up-to-date documentation of families/clients within 48 hours of contact
- Prioritize and manage multiple cases simultaneously
- Maintain frequent, open communication with direct supervisor and program staff regarding services delivered, concerns or questions
- Obtain all necessary consents and releases
- Complete and maintain all required records in a timely and organized manner
- As much as possible, and coordinating with State and local agencies, become the face of a one-stop-shop for kinship caregiver supports and services.
- Liaison with key community stakeholders and develop open and clear communication with those partners. Attend community meetings as needed.

- Participate in staff meetings, participate as an active team member with all partner agencies as required and assist other program staff as needed.
- Collect, record, and analyze all relevant data in a timely and organized manner
- Model ethical and professional behavior at all times and maintain strict confidentiality

Desired Qualifications and Skills:

- Bachelor's Degree in relevant human services field or an equivalent combination of education and experience is required
- Familiarity and understanding of state and local service systems including, but not limited to the child welfare systems of care
- Familiarity with local community and knowledge of community resources
- Demonstrated resourcefulness and resilience
- Outstanding skills in planning, organizing, and prioritizing
- Commitment to kinship caregivers and improving outcomes for abused and neglected children
- The ability to collaborate and advocate for positive outcomes, using excellent interpersonal skills in multi- disciplinary, diverse, and dynamic professional teams.
- Strong verbal communication skills and demonstrated ability to write clearly and persuasively.
- Must be able to establish rapport and build trust.
- Flexible and a self-starter; able to manage competing priorities and tight deadlines with attention to detail
- Nuanced awareness and understanding of marginalized communities and systemic disparities.
- Must be adaptable and able to shift styles to fit the needs of different people, values, and cultures
- Flexibility in work hours, including some evening and weekend appointments will be required

Travel is Required

Access to a personal vehicle, Proof of Insurance and proof of an unrestricted, current, valid Wyoming Driver's License is required. (must be maintained at all times, proof of renewals will be required)

Any offer of employment is conditional upon passing criminal background and Central Registry checks.

WyCRP does not and shall not discriminate on the basis of race, color, religion, gender, sexual orientation or disability. We are committed to diversity and inclusion in all our programs and services. All qualified individuals are encouraged to apply.