



Title: Program Manager
Program: AmeriCorps Access to Cultural Healthcare
FTE: Temporary, Full-Time/Exempt
Report to: President & CEO
Location: 4879 E Kings Canyon Road, Fresno, CA 93727

1.AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 29+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Encourage, and Cultivate. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

2. THE PROGRAM

The Access to Cultural Healthcare (ACH) project will focus on the residents of Fresno and Merced Counties to provide healthcare education and navigation to increase the numbers of the Southeast Asian (SEA) population (the Hmong, Lao, and Khmer) so that they will have the ability to gain better access to healthcare services. Twenty (20) AmeriCorps Members will provide healthcare education and navigation which includes but is not limited to: education and access to primary and preventative care, access to the affordable healthcare programs, enrollment of individuals and families to connect with local healthcare providers, using automated healthcare providers services-such as the language line and transportation, and building communication with healthcare providers to improve individual health goals and community resources. The goal is that the education and navigation assistance provided by the AmeriCorps Members will motivate the target community members to have an increased knowledge of their healthcare providers services and start to use some of those services (such as the language line and transportation benefits), which will lead to overall improved healthcare access.

3. DUTIES AND RESPONSIBILITIES

The AmeriCorps Access to Healthcare Manager’s primary role is to develop the program’s compliance and accountability plans, build partnerships, collect data, recruit, train, supervise, and support a team of 20 AmeriCorps Members serving in the Fresno & Merced Counties, and oversee a program coordinator. The 20 AmeriCorps Members will be responsible for increasing the health knowledge of 360 SEA individuals and families through 1:1 sessions and approved group activities during the 12 months. At the end of the first year, the SEA individuals and/or families will have improved basic healthcare understanding.

4. ESSENTIAL FUNCTIONS

- Managing the following: Program Staffing & Structure, Partnerships, and Member Support;
- Recruit, select, place, train and retain AmeriCorps members at partner placement sites;
- Partnership Development: build private and public partnerships to support ongoing implementation and sustainability;
- Data Collection: ensure a data collection plan and system is in place to collect high quality performance measures, and other process and outcome measures to improve beyond year 1;
- Program Readiness Deliverables: prepare critical pieces to for an effective AmeriCorps program, in some cases, entirely new systems and documents will need to be developed, in other instances, current systems can be adapted to reflect program readiness requirements;
- Actively participate on staff leadership team (i.e. staff meetings, workshops, retreats and other agency events);
- Must have reliable transportation for site visits;
- Must be bi-lingual & literate in one of the following languages: Hmong, Khmer, Lao
- Other duties as assigned

5. MINIMUM QUALIFICATIONS

- U.S. citizen or lawful permanent resident
- Ability to work some evenings and weekends
- Successful completion of Live Scan/fingerprinting (upon hire)
- Bilingual in Southeast Asian language; Hmong, Lao, Khmer preferred
- Valid Driver's License
- Bachelor's Degree
- 5+ years of experience working directly with community-based programs, or Excellent relationship building and communication skills with diverse individuals and organizations
- 2+ years of experience working in healthcare/health education
- Excellent case management, mentoring, coaching, and group management skills
- Strong organizational skills with strong attention to detail
- Effective time management skills
- Ability to handle multiple priorities
- Experience with community outreach, recruitment, and selection
- Experience working in a multi-cultural, multi-generational environment
- Candidates must maintain confidentiality and demonstrate a high degree of integrity.

6. DESIRED QUALITIES

- Commitment to the mission and values of the agency.
- Strong leadership skills, ability to inspire others,
- Ability to maintain motivation to achieve goals while dealing with challenges.
- Committed to community building and development.
- Ability to speak in front of large groups, on the radio or on television
- Master's Degree

7. BENEFITS

- Medical, vision, and dental coverage.
- Life insurance coverage at annual salary.
- Sick leave, per personnel policy (7 days per year).
- 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- Vacation, per personnel policy (12 days per year).
- Holidays per personnel policy (currently 12 paid holidays per year)

CLOSING DATE: Open until filled – *Position is contingent upon funding.*

To apply, please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with in the subject line Program Manager and email them to kellie.charfauros@fresnocenter.org. The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.