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JVS Los Angeles offers hope and opportunity to our diverse community through job training, education and expert career guidance, transforming lives and empowering individuals to achieve dignity and independence.

GAIN OPERATIONS MANAGER

Job Description and Duties:

The following is a list of primary job responsibilities for the GAIN Operations Manager. The list is intended to be general and may change.

1. Oversees program operations in regional county locations.
2. Ensures administration of the CalWork's program is in compliance with all contractual, state and federal requirements.
3. Assumes complete understanding of County of Los Angeles GAIN contract, county computer information systems, Cal WORKs eligibility requirements, county service deliver and payment systems, welfare fraud, child/elder abuse reporting requirements, state hearing process, and Civil Rights compliance requirements.
4. Supervises, directly the Supervisors in regional offices.
5. Oversees and has full authority to act on all matters relating to the daily operation of the contract.
6. Act as the Specialized Supportive Services (SSS) Liaison and is the County's primary contact for issues related to SSS.
7. Acts as the Appeals Hearing Liaison for all issues related to Appeals and State Hearings.
8. Oversees the recruitment, hiring, supervision, training, and management of staff equipped to provide services to a large, culturally diverse, and bilingual clientele.
9. Performs quality assurance/control and corrective actions.
10. Monitors achievement of project goals and objectives and achievement of staff performance goals and objectives.
11. Helps to ensure quality assurance/control and effective utilization of the computerized data established for the CalWORKs program.
12. Assists with initial and ongoing staff training.
13. Oversees facilities and ensures staff, providers and participants occupying regional site space have a safe working environment.
14. Performs other duties as may be assigned by management.

Qualifications and Position Requirements:

Bachelor's degree from an accredited college or university (related work experience may be accepted in lieu of degree); four years of experience in human services; four years of supervisory experience; competency in the use of personal computers, including work processing and spreadsheet programs, such as Microsoft Word, Excel, and Lotus Notes; experience in case management or social program administration; excellent organizational, interpersonal, written, and verbal communication skills; ability to perform comfortably in a fast-paced, deadline-oriented work environment; ability to successfully execute many complex tasks simultaneously; and the ability to work as a team member as well as independently.

Physical Requirements

Must be able to operate standard office equipment.

Education/Certification/Licensure

EOE, good benefits

Please send your resume to HR@jvsla.org Put on subject line: GAIN-OPMGR