

Position: Program Manager

Program: Senior Services

Location: Santa Cruz County

Schedule: 20 Hours Part-Time

Reports To: CEO

To be considered for this position, please submit a resume and a brief cover letter explaining why you are interested in this role.

Position Overview:

Family Service Agency of the Central Coast is seeking a motivated, compassionate, and detail-oriented Program Manager to support our **Senior Services** programs. These programs aim to reduce isolation among older adults in care facilities and the broader community through volunteer-based services, thoughtful outreach efforts, and meaningful connections.

This role involves working with volunteers, community partners, and care facilities across **Santa Cruz County** to deliver high-impact programming that improves the quality of life for seniors.

Key Responsibilities:

- Oversee the recruiting, training and management of program volunteers.
- Collect, input, and manage program data; generate regular reports on services and impact.
- Design and implement marketing and outreach strategies across print, digital, and community platforms.
- Maintain consistent communication and relationships with participating volunteers and partnering organizations.
- Coordinate and support the following programs: Friendly Visitor Program, Holiday Helper, and Thinking of You Program.
- Coordinate communication with senior care facilities regarding their volunteer needs, including visits to local senior care facilities.
- Support planning and implementation of special events, including Holiday Helpers.
- Prepare, design, and distribute marketing materials for local media and web-based platforms.
- Coordinate the collection and distribution of cards and gifts for major holidays and throughout the year.

Desired Qualifications:

- Strong organizational skills and ability to coordinate multiple projects across a wide service area.
- Bilingual in Spanish and English preferred.
- Proficiency in Google Workspace, Microsoft Excel, and Adobe or similar software.
- Ability to collect, organize, manage, and report data accurately.

- Excellent communication and interpersonal skills, with the ability to coordinate effectively with volunteers, community partners, and staff.
- Comfortable using technology and learning new systems.
- Experience coordinating volunteers, working with older adults, or working in a human services environment preferred.
- Must have access to reliable transportation for travel throughout Santa Cruz County.

About us

Family Service Agency of the Central Coast (FSA) is a well-established non-profit mental health and wellness agency whose collection of services includes outpatient counseling, 988 suicide crisis line, suicide prevention services, mobile crisis response, senior services program, support for women with cancer, and support program for victims of childhood sexual abuse.

Join our team and enjoy a supportive work environment where you and your clients can thrive. Check us out online at fsa-cc.org.

Job Type:

- 20 hours part-time

Benefits:

- Sick, vacation, and holiday pay
- 401k match
- Mileage reimbursement

Pay:

- \$28 plus additional \$3 for bilingual.

Work Environment:

The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Laptops, headsets, and other essential technology will be provided.

Family Service Agency is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or protected veteran status. We are committed to excellence through diversity and strive to establish a climate that welcomes, celebrates, and promotes respect for the contributions of all clients and employees.

Our programs recognize the value of racial, ethnic, cultural, and linguistic diversity and strive toward a culture of trauma-informed practice, with the overarching goal of ensuring that all services promote healing and integrate the values and standards of providing culturally and linguistically appropriate services.

For more information, please email fsaemployment@fsa-cc.org or call 831 246-8751.