



FAMILY SERVICE AGENCY OF THE CENTRAL COAST

Job Announcement

Program: Survivors Healing Center

Job Title: Program Manager – Survivors Healing Center

Reports To: Chief Executive Officer

Program Description:

Survivors Healing Center provides confidential, trauma-informed counseling and support to adult survivors of childhood sexual abuse. Through individual and group services, the program helps survivors navigate the lasting effects of trauma while fostering healing, resilience, empowerment, and well-being. The program also promotes community awareness and education about childhood sexual abuse and its long-term impact.

Position Overview:

The Program Manager coordinates the day-to-day operations and services of Survivors Healing Center (SHC), a program of Family Service Agency of the Central Coast. SHC provides support and healing services for survivors of childhood sexual abuse and works to increase community awareness, education, and prevention of childhood sexual abuse.

The Program Manager coordinates SHC support groups, client referrals, workshops, outreach and prevention activities, communications, data collection and reporting, fundraising activities, and relationships with facilitators, volunteers, the SHC Friends Committee, and community partners.

Contracted licensed therapists and other qualified professionals facilitate SHC support groups and are responsible for clinical intake, facilitation, and decisions related to participants. The Program Manager provides administrative and programmatic coordination of these services.

Key Responsibilities:

Support Groups and Facilitator Coordination

- Respond to inquiries about SHC services and connect prospective participants with the appropriate support group facilitator.
- Maintain participant records and refer prospective group members to therapists/facilitators for clinical intake and determination of group appropriateness.
- Coordinate group schedules, enrollment, rosters, attendance, participant communications, and upcoming group series.
- Maintain regular communication with facilitators regarding referrals, enrollment, group capacity, schedules, and administrative needs.
- Coordinate facilitator contracts, invoices, schedules, and program information.
- Monitor group enrollment and promote groups with openings.

- Send participant invoices, track payments, follow up on outstanding balances, and provide monthly Stripe payment reports to the Accounting Director.
- Coordinate participant surveys and maintain attendance, feedback, and outcome data.
- Recruit and maintain relationships with qualified therapists and facilitators and assist in developing new groups in response to program needs.

Workshops, Prevention, and Community Outreach

- Coordinate SHC workshops, trainings, and educational programs, including presenters, scheduling, registration, promotion, payments, attendance, and evaluations.
- Coordinate the Caring 4 Kids event, including distribution and tracking of bilingual prevention and educational materials.
- Represent SHC at community events, presentations, coalitions, and outreach opportunities.
- Develop and maintain relationships with schools, therapists, nonprofit organizations, social service agencies, and other community and referral partners.
- Maintain an up-to-date community resource guide for services outside the scope of SHC.
- Coordinate volunteers assisting with outreach, prevention activities, workshops, and special events.

Communications, Data, and Reporting

- Prepare and distribute SHC newsletters, flyers, public service announcements, social media content, and other program communications.
- Maintain accurate and current SHC website content, group information, program calendars, and contact lists.
- Maintain accurate program data, including clients served, group participation, workshops, prevention activities, outreach, and other service units.
- Compile program statistics, outcomes, and narrative information for agency reports, grant proposals, grant reports, and the annual report.
- Monitor progress toward program goals and grant deliverables.

Fundraising and Friends Committee

- Serve as the primary staff liaison to the SHC Friends Committee, including coordinating meetings, agendas, program updates, and follow-up.
- Work collaboratively with Friends Committee members on outreach, fundraising, prevention activities, community education, and special projects.
- Support SHC fundraising campaigns, appeals, sponsorships, events, and donor stewardship in coordination with the CEO and agency development staff.

- Provide program statistics, outcomes, narratives, and other information needed for grants and fundraising activities.

Program Administration

- Coordinate day-to-day SHC program operations, correspondence, calendars, records, forms, contracts, supplies, and program spaces.
- Respond to SHC telephone calls, emails, referrals, and other correspondence.
- Maintain organized and confidential program and participant records.
- Communicate with Accounting regarding participant payments, facilitator invoices, program expenses, deposits, and other financial documentation.
- Coordinate and support SHC volunteers and interns and collaborate with agency staff responsible for volunteer recruitment and onboarding.
- Participate in agency staff and management meetings and collaborate with other Family Service Agency programs and administrative staff.
- Perform other related duties as assigned by the Executive Director.

Desired Qualifications:

- Excellent written, verbal, interpersonal, and organizational skills.
- Ability to communicate compassionately and appropriately with survivors of trauma and individuals discussing sensitive experiences.
- Strong organizational skills and demonstrated ability to manage multiple programs, schedules, deadlines, and administrative responsibilities.
- Ability to work independently, exercise sound judgment, maintain confidentiality, and follow projects through to completion.
- Experience coordinating programs, groups, workshops, community services, or nonprofit activities.
- Ability to work effectively with therapists, facilitators, volunteers, community partners, clients, donors, and agency staff.
- Strong computer skills and ability to use databases, spreadsheets, email marketing platforms, online registration and payment systems, and other program technology.
- Experience with community outreach, nonprofit communications, grant reporting, or fundraising preferred.
- Clinical degree and/or licensure is a plus.
- Knowledge of trauma-informed practices and issues related to childhood sexual abuse and survivor healing strongly preferred.
- Bachelor's degree or Associate degree with two years of related experience, or high school diploma with four years of related experience.

ABOUT US:

Family Service Agency of the Central Coast (FSA) is a long-standing nonprofit mental health and wellness agency offering outpatient counseling, 988 crisis services, suicide prevention, mobile crisis response, senior services, support groups, and more. We are deeply committed to culturally responsive, trauma-informed, and community-centered care.

JOB TYPE:

- Part-time, 25 hr/week.

BENEFITS:

- Paid sick leave and vacation accrual
- Eligibility to participate in the agency's 401(k) retirement plan

PAY:

- \$30-\$34/hr plus \$3 bilingual differential

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.