



119 West Hall Avenue  
San Ysidro, CA 92173  
619-428-1115  
[www.casafamiliar.org](http://www.casafamiliar.org)

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**Job Title:** Program Supervisor, Financial Opportunity Center

**Classification:** Full-Time (40 hours/week)

**Pay:** \$23.00 per hour

**Hours:** Monday – Friday between 8 am to 5 pm. Occasional hours in the evenings and weekends.

**Reports to:** Community Services Director

**Work Location:** In-Person

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**To Apply:** Submit resume to [hr@casafamiliar.org](mailto:hr@casafamiliar.org)

Casa Familiar (Casa) was founded in 1973 and is a 501(c)(3) community-based organization dedicated to serving residents in South San Diego County and specifically the border community of San Ysidro.

**Casa Familiar's mission** is to enhance quality of life for low-income individuals and families through advocacy, social services, education, affordable housing, arts and culture, and community and economic development. **Casa's values are RESPECT, INTEGRITY, FAMILIA, CULTURE, AND COMMUNITY.**

Casa seeks to employ individuals that perform all assignments with a positive “can-do” attitude while demonstrating organizational values. Ideal employees have a strong desire to support Casa Familiar’s mission and the community we serve.

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## POSITION OVERVIEW

Casa Familiar is hiring a Program Supervisor for the Department of Financial Opportunity Center (FOC) who will be responsible for providing services and assisting underserved and underrepresented communities in South San Diego. FOC’s core services include income support, employment services, financial education, case management, and transitional housing. Under the supervision of the Community Services Director, the Supervisor maintains day-to-day operations for the preparation, filing, monitoring of diverse services in the daily functions of the department, and ensures the successful completion of services and programs. This position must be staffed by an individual who has strong advocacy, communication and writing skills, supervisory experience, and works well with others. This position will be assigned to additional programs based on program needs.

### Key Responsibilities

The following responsibilities are those considered to be essential, but do not represent all the job functions that may be required to be performed by this position. Other comparable duties and responsibilities may be assigned as needed. Responsibilities may overlap with other programs.

- The FOC Supervisor is responsible for overseeing the services below to ensure successful delivery and completion of the organizational goals
  - Financial Education, Counseling & Coaching
  - Employment Services
  - Income Supports
  - Transitional Housing

- Direct supervision of the FOC team
- Provide necessary training, support, and direction to the team
- Provides input for the creation of processes and procedures within FOC
- Evaluates performance, provides productive feedback, and establish goals and expectations
- Create a safe and positive work environment
- Conducts program presentations and engages in site visits
- Review data entry into Salesforce from team to ensure it is being done correctly
- Complete assigned program reports
- Extensive knowledge about services provided by FOC
- Effectively communicate program needs to Community Services Director
- Immediately elevate concerns with services and those brought forward by program participants to Community Services Director and present possible solutions
- Collaborate with staff and other departments to address the needs of community members
- Schedule the team, provide support as needed, to participate in outreach activities in the community and social services centers to support program implementation to achieve high quality, efficient and impactful program outputs and outcomes in accordance with grant agreements, work plans, and best practices.
- Participation in special projects and activities related to agency's goals and objectives.
- Participation in community events, including fundraisers, all-staff meetings, regularly scheduled team meetings, supervision meetings, and other meetings assigned
- Assist the community event committee assigned to and successfully complete the responsibilities assigned
- Adheres to Casa Familiar policies and procedures and meets all legal, contractual, financial and other compliance requirements and communicates them with the team as well as ensuring they uphold them
- Represent Casa Familiar in a positive and professional manner
- Supports the mission, vision, and values of Casa Familiar
- Other duties as assigned by the Chief Programs Officer, Programs Officer, and/or Community Services Director

### **Education & Experience**

- High School Diploma, bachelor's degree in social work or any additional field relevant to Casa Familiar's mission and programs is preferred
- A minimum of 2 years of experience with supervision and team development
- Knowledge of resources available in San Diego County, including income support, affordable housing, and employment resources
- Experience with Microsoft Office programs
- Reliable transportation and must possess a valid California Driver's License (Required)
- COVID-19 full vaccination

### **Essential Skills**

- Excellent advocacy skills and committed to serving underserved and underrepresented communities
- Fluent in English and Spanish (oral and written)
- Ethical and professional

- Reliable and punctual
- Effective verbal and written communication skills
- Positive attitude and team player
- Patient, resourceful, and motivated to problem solve
- Organizational skills and attention to detail
- Ability to meet deadlines and goals
- Ability to multi-task
- Ability to create outreach and marketing/communications

**On the Job Training Requirements:**

1. Salesforce Training
2. Mandated Reporter Training
3. Successfully pass required background check

**Additional**

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 25 lb., and being able to drive to do other errands pertaining to organizational operations. A background check is required. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

Casa Familiar is an equal employment opportunity employer. Casa does not and shall not discriminate based on race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

**Benefits Summary**

- Medical, dental, vision, and life insurance
- 403(b) Retirement – Casa contributes 3% of your annual income
- 403(b) Retention Benefit – additional contributions are given based on years of service: 10 years \$5K, 16 years \$10K, 21 years \$15K, 26 years \$20K
- Annually - PTO 5 paid days off (1st year), 8 hours a month of sick leave (12 sick days a year), 12 paid holidays, 6 paid wellness days, paid winter break (Dec. 23 – Jan. 3 but dates may vary slightly - this break is subject to change if business needs change)
- Bereavement - up to 5 days
- Jury Duty - up to 3 days
- Employee Assistance Program (EAP)

To apply, please send your resume via email to [hr@casafamiliar.org](mailto:hr@casafamiliar.org) and include your first and last name along with the position title for which you are applying in the subject line of the email.