



Public Benefits Application Assistance Manager	
FLSA Status: Exempt	Reports To: Director of Resiliency Programs

Introduction

The Alliance of Community Assistance Ministries, Inc. (ACAM) is a nonprofit management support organization fostering innovative collaboration through a diverse network of 71 nonprofit and community organizations to advance community-wide solutions through collaboration to strengthen the social safety net in Harris, Fort Bend, Waller, Brazoria, Galveston, and Montgomery Counties. ACAM’s 16 Core Members are public charities that share “assisting those in crisis” as a central part of their missions and are uniquely positioned to identify, engage, and provide critical services to at-risk families. They collectively serve over 500,000 individuals annually with more than 10.6 million units of 175 unique services and have established reputations as leaders in providing exemplary and compassionate services. Over the past 20 years, ACAM has led 649 collaborative programs, braiding together over \$14.2M in private and federal funding to strategically build the capacity of nonprofit service providers.

Position Summary

ACAM serves as the coordinating agent for a Public Benefits Access Program to increase the number of eligible families with children enrolled in public safety-net benefits. The Public Benefits and Application Assistance Program Manager is responsible for building the capacity of a network of community-based service providers to conduct outreach and enrollment campaigns. The Public Benefits and Application Assistance Program Manager will provide oversight of all aspects of benefits application assistance services; serve as a liaison with contracted service providers; provide training, technical assistance, and monitoring to ensure consistent, high-quality services; perform routine data analysis to measure program success; and oversee program evaluation and dissemination of findings, best practices, and recommendations. The ideal candidate has extensive experience with the eligibility requirements and application process for public benefits programs including but not limited to:

- Harris Health Financial Assistance Programs (FAP)
- Children’s Health Insurance Program / Children’s Medicaid (CHIP)
- Medicaid for the Elderly and People with Disabilities (MEDP)
- Healthy Texas Women (HTW)
- CHIP Perinatal / Medicaid for Pregnant Women (MPW)
- Medicare Savings Program (e.g. QMB, SLMB, QI, QDWI)
- Medicaid for Former Foster Care Children (FFCC)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)

The following list of responsibilities is illustrative of key tasks performed by this position and is not all-inclusive. Other duties and responsibilities may be assigned as needed.

Responsibilities

Duties include but are not limited to the following:

- Create and distribute a roster of key contacts and technical assistance, CQI and reporting schedule.
- Oversight of contracted service providers to ensure that supervisors at each contracted service provider have the resources they need for successful program implementation.
- Conduct in-person site visits at each contracted service provider to: a) monitor the effectiveness of internal operating procedures and policies that enhance program operations; and b) to assess the agency's success in meeting programmatic and financial objectives.
- Disseminate updated information to contracted service providers about the eligibility requirements, rules, and application processes for various public safety net benefits
- Facilitate monthly Continuous Quality Improvement (CQI) and management support meetings of contracted service providers to provide training and technical assistance, collect and maintain attendance records, discuss successes and best practices, address barriers to success, and review process and outcome data to ensure that contract deliverables are met timely and effectively.
- Develop, distribute, and ensure timely and accurate submission of monthly performance reports (MER), monthly expenditure reports (MER), and quarterly data reports (QDR).
- Formulate and implement processes, procedures, and systems for tracking, analyzing, and reporting program data.
- Review monthly reports from contracted service providers, aggregate and analyze the data, and report progress to the Director of Resiliency Programs.
- Develop supportive action plans for contracted service providers as needed and provide additional support to ensure program success.
- Oversee all program evaluation protocols and ensure that monthly and year-end reports are completed timely, are accurate, and describe the following: program success based upon contract deliverables; barriers identified and strategies employed to address them; key learnings; best practices; and recommendations for continuous quality improvement.
- Produce presentations and reports that communicate ACAM's impact to all relevant stakeholders, funders, and nonprofit organizations.
- Meet with public and private community partners, local jurisdictions, state and regional organizations, and national organizations to discuss public benefits and safety net programs.
- Represent the ACAM Network at community education and outreach opportunities.
- Perform other programmatic and operating duties as assigned.

Education and Experience

- Bachelor's degree required; master's degree preferred.
- Five 5+ years of experience in human services, with 3+ of those years in a project management or supervisory role.
- Relevant experience in public benefits and safety net services such as Your TexasBenefits.com and 2-1-1 option 2.
- Familiarity with the State of Texas Health and Human Service Community Partner Program.
- Advanced proficiency in Microsoft Office (e.g., Word, Excel, PowerPoint, Teams, Outlook, SharePoint, OneDrive).

- Experience with data collection and analysis, evaluation, and report writing.
- Working knowledge of nonprofit operations and federal/state grant programs.
- Detail oriented with excellent verbal, written, and interpersonal communication skills.
- Experience facilitating group trainings/workshops.
- Capacity to establish and maintain positive working relationships with customers, colleagues, staff, community partners, and the public.
- The ability to adapt to a dynamic work environment characterized by changing goals, priorities, and needs.

Location

- This position is 100% in the office. Candidates must reside in the Greater Houston area.
- Attendance at meetings/events outside of traditional working hours will be necessary.
- Regional travel required; must have valid driver's license and auto insurance.

Candidates must provide references upon request and pass a comprehensive background check.

Compensation

\$60,000-\$70,000 based upon experience

Medical, dental, and vision coverage; pension after six months

Equal Opportunity Employer

ACAM is an Equal Opportunity Employer. The Board of Directors and its agents, officers and staff members shall not discriminate on the basis of gender, race, disabling condition, age, color, religion, national origin, military status, or any other legally protected status outlined by federal, state, or local laws in making decisions regarding staff members or volunteers. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. ACAM makes hiring decisions based solely on qualifications, merit, and business needs at the time.

Statement on Diversity, Equity, and Inclusion

ACAM is committed to fostering and celebrating a culture of diversity and inclusion. The collective sum of individual differences, life experiences, knowledge, innovation, and talent that all employees, board members, and ministry leaders invest in their work represents a significant part of our organizational culture, reputation, and achievements. ACAM embraces each difference in age, race, ethnicity, disability, family or marital status, gender, language, national origin, political affiliation, religion, socio-economic status, veteran status, and other characteristics. ACAM also strives to cultivate a culture of equity. ACAM believes equity "is advanced through the implementation of policies, practices, attitudes, and cultural messages that prevent differential outcomes based on the differences among people. Candidates must share this commitment to a continuous reevaluation of organizational norms, and to eliminating policies, practices, and systems that perpetuate inequity, so that all people are fully welcomed, valued, respected, and heard.

Interested candidates should send a résumé, cover letter and two writing samples for consideration to:

Sarah Malcolm, smalcolm@acamweb.org