



Family Services Program Manager

Location: Kirkland, WA (Hybrid/Remote)

About the Washington Autism Alliance

The Washington Autism Alliance (WAA) is a leading non-profit organization dedicated to advocating for and supporting individuals with Autism Spectrum Disorder (ASD) and their families across Washington State. We provide crucial resources, expert navigation, policy advocacy, and community programs designed to empower families and ensure access to essential services and supports.

Position Summary

The Family Services Program Manager is a key leadership and relationship-building role responsible for guiding and expanding WAA's direct family support programs, community outreach initiatives, and strategic partnerships. This role is central to ensuring that families impacted by autism receive timely, high-quality, and comprehensive navigation and advocacy support. The ideal candidate is a highly motivated, empathetic, personable, and organized professional with a deep understanding of the challenges facing the autism community and a proven track record in program management, system development, outreach, and relationship building.

Key Responsibilities

Program Management and Direct Family Support

- Manage the day-to-day operations of WAA's Family Services programs, including the helpline, one-on-one navigation sessions, and support groups.
- Provide direct, expert-level advocacy, support, and resource navigation to families regarding healthcare, education (IEP/504), government benefits (e.g., DDA, SSI), and community resources.
- Develop, implement, and maintain effective service delivery protocols, tracking systems, and outcome metrics to ensure program efficacy and reporting compliance.
- Ensure all family support services are culturally sensitive, accessible, and responsive to the diverse needs of the Washington State autism community.

Outreach and Community Engagement

- Design and execute a comprehensive outreach strategy to increase WAA's visibility and reach among underserved and diverse populations across Washington State.

- Represent WAA at community events, resource fairs, workshops, and speaking engagements to promote awareness of available services.
- Develop and disseminate accessible program materials, including digital and print resources, to families and partnering organizations.
- Collect and analyze community needs assessment data to inform program development and strategic priorities.

Partnerships and Resource Development

- Cultivate and maintain strategic partnerships with key stakeholders, including healthcare providers, school districts, government agencies (e.g., Cities, Counties, etc.), advocacy groups, and other community-based organizations.
- Identify opportunities to leverage existing partner resources to enhance WAA's service capacity and impact.
- Collaborate with the Development team to provide program data, success stories, and compelling narratives for grant proposals and fundraising initiatives.
- Manage Memorandums of Understanding (MOUs) and formal agreements with partner organizations.

Qualifications

Required

- Bachelor's degree in Social Work, Psychology, Public Health, Non-profit Management, or a related field.
- Minimum of 3-5 years of experience in program management, preferably within a non-profit, social service, or healthcare setting.
- Demonstrated experience providing direct support, navigation, or advocacy services to families facing complex systemic barriers (e.g., disability services, healthcare access, special education).
- Proven success in developing and managing community outreach strategies and cultivating strategic partnerships.
- Exceptional written, verbal, and public speaking communication skills.
- Strong organizational skills and proficiency with data tracking, CRM systems, and program evaluation methodologies.

Preferred

- Master's degree in a relevant field.

- Direct personal or professional experience with Autism Spectrum Disorder (ASD) and the systems of care in Washington State.
- Bilingual or multilingual skills, reflective of the communities WAA serves.

Appointment and Compensation

- **Job Type:** Full-Time (32 hours)
- **Hourly Rate:** \$27.72-33.60 per hour (based on qualifications).
- **Annual Salary:** \$46,126 – \$55,910 (based on qualifications).

To Apply

Interested applicants should send a resume and cover letter summarizing relevant professional, academic, and volunteer experiences and desired salary to <mailto:hr@washingtonautismadvocacy.org>.