



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 critical leadership and relationship-building role responsible for the day-to-day operations of WAA's family support programs, with a strategic focus on scaling our Paid Family Navigation services. This role requires a hybrid blend of empathetic, high-quality family advocacy and proactive business development. You will manage a caseload of families while designing and executing the outreach strategies necessary to drive demand, increase navigator utilization, and grow our paid program into a self-sustaining revenue stream that supports WAA's broader mission. The successful candidate is highly independent, self-directed, and "white-glove" oriented and is capable of producing high-quality work without constant supervision while maintaining deep, meaningful connections with the families we serve.

Key Responsibilities

Program Management and Direct Family Support

- **Operational Leadership:** Oversee the daily operations of WAA's family services, including the helpline, one-on-one navigation sessions, and support groups.
- **Premium Service Delivery:** Provide expert-level advocacy and "white-glove" navigation for full-service/full-pay clients. Ensure high client satisfaction, responsiveness, and efficacy in navigating complex systems (healthcare, IEP/504 planning, government benefits like DDA/SSI).
- **Performance Tracking:** Implement and maintain effective service delivery protocols. Monitor program metrics—including navigator utilization, cost-to-serve, and client retention—to ensure ongoing program efficacy and compliance.

Strategic Scaling & Demand Generation

- **Outreach Strategy:** Design and execute a comprehensive marketing and outreach strategy to increase awareness of WAA's paid navigation services among high-income, time-constrained families.

- **Pipeline Development:** Proactively identify and cultivate new referral channels, including corporate HR partnerships, private specialist networks, private schools, and healthcare providers.
- **Powerful Storytelling:** Translate program successes into compelling narratives ("stories of hope") that are transparent, integrated, and consistent across all communications channels to build trust and increase visibility.

Partnerships and Resource Development

- **Stakeholder Stewardship:** Cultivate and maintain strategic partnerships with key stakeholders (healthcare providers, private schools, civic partners, and volunteers).
- **Grant & Fundraising Support:** Collaborate with the Development team to provide program data, success stories, and metrics for grant proposals and fundraising initiatives.
- **Governance:** Manage Memorandums of Understanding (MOUs) and formal agreements with partner organizations to support program sustainability.

Qualifications

Required

- **Experience:** 3–5 years of experience in program management, social services, or healthcare administration.
- **Advocacy/Navigation:** Proven success providing direct support to families navigating complex systemic barriers.
- **Business Acumen:** Demonstrated experience in program scaling, marketing, or outreach—you are comfortable tracking metrics, analyzing conversion, and driving demand.
- **Communication:** Exceptional written, verbal, and public speaking skills; able to translate complex information into accessible materials for families and partners.
- **Organization:** Mastery of CRM systems (e.g., Salesforce), data tracking, and program evaluation methodologies.

Preferred

- **Education:** Master's degree in a relevant field (Social Work, Public Health, Non-profit Management, or similar).
- **Domain Expertise:** Direct personal or professional experience with Autism Spectrum Disorder (ASD) and the systems of care within Washington State.
- **Bilingual Skills:** Bilingual or multilingual skills are highly valued and reflective of the communities we serve.

Success Metrics (90-Day Outlook)

- **Stewardship:** Following the initial onboarding, complete stewardship visits to current full-service clients.
- **Contact Volume:** Transition to a consistent schedule of 10+ high-impact contact reports per week by the 90-day mark.
- **Portfolio Management:** Develop clear, strategic plans for a portfolio of ~150 individuals/corporations, prioritizing the top 25 prospects for focused cultivation.

Appointment and Compensation

- **Job Type:** Full Time - 32 hours
- **Hourly Rate:** \$27.72-\$33.60/hour
- **Annual Salary:** \$46,126-\$55,910

To Apply

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