



IDENTITY, INC.

Position Title:	Program Manager
Supervisory Responsibilities:	Yes
Budget Responsibilities:	Yes
Reports To:	Program Director
FLSA Classification:	Exempt, Full-time
Date:	October 25, 2021
Closing Date:	Until filled

POSITION SUMMARY:

The Program Manager for Community and Civic Engagement supervises the day-to-day management, resources, case management, and program implementation to ensure contractual objectives are met and the highest quality services are provided to clients. Responsibilities include co-leading the implementation of the community and civic engagement strategic plan, ensuring fidelity in implementation of Identity's Parent Leadership Academy, coaching and mentoring parent leaders, and assisting the Program Director in reporting, collecting and ensuring integrity of programmatic data, and staff management. Program Manager will also work closely with the Program Director to manage the budget, maintains relationships with partner agencies, and internal and external stakeholders.

PRIMARY RESPONSIBILITIES:

The Program Manager will:

1. Work closely with the Program Director to ensure high quality implementation of community and civic engagement programs, reporting, budget management, and evaluation of staff. Keeps Program Director informed of program and urgent matters regarding program, clients, partners, and/or stakeholders on a regular basis. Ensures accuracy and timeliness of submission of all administrative documents and reports. Provides recommendations for ongoing program improvements.
2. Works collaboratively with managers, parent outreach workers, and other staff as needed to maximize resources, share information, and coordinate to achieve programmatic objectives.
3. Hires, trains, mentors, and supervises staff to create a highly efficient and effective team to deliver high quality services to clients. Provides support and encouragement to staff so they can be successful in meeting program objectives. Prepares and conducts performance evaluations. Conducts ongoing observation of staff to include formal and informal feedback to improve staff performance. Consult with direct supervisor on any staff concerns/issues.
4. Regularly reviews Efforts to Outcomes (ETO) database to ensure integrity of data, makes sure that evaluation protocols are followed, and runs weekly reports to monitor staff output and outcomes results to guide management of staff and continuous improvement of program.
5. Establishes strong and positive relationships with community, parent, and youth leaders to develop trust and rapport. Co-leads the Parent Leadership Academy, coordinates monthly

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engagement events, and supervises the communications campaign over social media platforms to keep clients and leaders informed of ongoing community and civic issues.

6. Attends and participates in required training, meetings, and presentations. Ensures all staff has successfully completed all required in internal and external trainings and certifications.
7. Coordinates and manages retreats and supervises off-site excursions as needed.
8. Creates and delivers professional, engaging, dynamic and evidence-based presentations.
9. Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals. Brings best self to the workplace and shares ideas and suggestions.

SECONDARY RESPONSIBILITIES:

1. Participates in organization's advocacy activities.
2. Reviews and ensures accuracy of data entries.
3. Ensures no program interruption due to staff absences.
4. Assists with crisis management, conflict mediation, and program emergencies as needed for program, staff, youth, and families.
5. Represents Identity at community events and alerts Program Director to potentially beneficial partnerships.
6. Monitors and supports interns and communicates with their sponsoring organization representative as needed.
7. Performs other duties as assigned, required, or needed.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Social Work, Marriage/Family Therapy, or related field required.
- Minimum of two years experience working with social service programs.
- Minimum of two years of supervisory or management experience preferred.
- Must be able to pass a criminal federal background check and a Child Protective Services background check.
- Must have two doses of COVID-19 Vaccine and be able to provide verification.

SKILLS AND ABILITIES:

- Bilingual English/Spanish required.
- Requires travel between sites and to meetings. Valid driver's license is and current insurance is required.
- Proficient in Microsoft Office (i.e., SharePoint, Outlook, Word, Excel, and PowerPoint), experience with database management and data collection systems.
- Excellent oral and written communication skills.

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- Knowledge of Positive Youth Development Model (PYD); training in Child Protective Services' reporting, Health Insurance Portability and Accountability Act (HIPAA), crisis management, and motivational interviewing.
- Demonstrates reliability, attention to detail, and passion for work.
- Can maintain composure and patience in a high paced environment and during crisis.
- Works collaboratively in all situations with clients and staff. Ensures clients' comfort and trust.
- Establishes and maintains interpersonal relationships with others while upholding strong client orientation.
- Can manage and stay within a budget and has experience in managing multiple sources of funding and corresponding reporting.
- Can train people with diverse backgrounds and levels of knowledge using an assortment of teaching methods and evaluation techniques.
- Can prioritize and organize multiple projects in a fast-paced environment to meet deadlines utilizing good problem-solving skills, self-confidence, effective, and efficient use of resources, flexibility, and responsibility.
- Practices with a strong code of ethics, demonstrates sound judgment, and fulfills obligations.
- Stays abreast of trends and best practices in field and willingly shares with colleagues and staff.

WORK ENVIRONMENT:

- Periodic evening/weekend work necessary.
- Requires travel between sites and to meetings. Valid driver's license is preferred.
- Semi-private office or open work area; easily interrupted with external noise; and controlled air temperature.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- The ability to lift and move up to 10 lbs.

Send Resume and Cover Letter to:

Nora Morales, Program Director, nmorales@identity-youth.org. No phone calls please.