



<b>Position Title:</b>	<b>Program Manager</b>
<b>Supervisory Responsibilities:</b>	<b>Yes</b>
<b>Budget Responsibilities:</b>	<b>Yes</b>
<b>Reports To:</b>	<b>Program Director</b>
<b>FLSA Classification:</b>	<b>Exempt</b>
<b>Date:</b>	<b>January 2024</b>

### **POSITION SUMMARY:**

Supervises and supports the program staff. Manages programs and services to ensure contractual objectives are met and the highest quality services are provided to clients. Responsibilities include: the development, implementation and oversight of evaluation of programs. Additionally, manages the budget, and maintains relationships with partner agencies and internal and external stakeholders.

### **PRIMARY RESPONSIBILITIES:**

1. Manages, hires, trains and mentors staff. Maintains communication with staff and stakeholders on a regular basis and coordinates with other managers on projects.
2. Keeps Program Director informed of program and urgent matters re: program, client and/or staff.
3. Reviews and manages program resources and budgets. Plans, implements, and oversees evaluation of existing and newly developed projects. Recommends adjustments and implements upon approval.
4. Ensures accuracy and timeliness of submission of all administrative documents.
5. Establishes and maintains a strong network of professional relationships with stakeholders and partners.
6. Ensures that evaluation protocols are followed. Reviews evaluations and uses output and outcome results to inform and improve program.
7. Prepare and conduct 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.
8. Prepares all required reports and deliverable reports ensuring the accuracy and quality of the descriptions, analyses, and statistics by required deadlines.
9. Establishes and maintains efficient, effective and strong network of professional relationships with school administration, teachers, guidance counselors, and other school-based personnel to facilitate the referral of clients to needed programs.
10. Assists with developing systems and protocols to improve programming.
11. Attends and participates with focus and professionalism in required trainings, meetings, and presentations.
12. Coordinates and manages retreats and supervises off-site excursions as needed.

13. Ensures all staff has successfully completed all required trainings and certifications.
14. Ensures that all obligations delineated in contracts and proposals are met.
15. Creates and delivers professional, engaging, dynamic and evidence-based presentations.
16. 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.

## **SKILLS AND ABILITIES:**

- Bilingual English/Spanish required.
- Proficient in Microsoft Office (i.e., Word, Excel, and PowerPoint), experience with database management and data collection systems.
- Excellent oral and written communication skills.
- Knowledge of Positive Youth Development Model (PYD); Trauma-Informed Care, 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.
- Is able to maintain composure and patience.

- 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.
- Is able to manage a budget.
- Can train people with diverse backgrounds and levels of knowledge using an assortment of teaching methods and evaluation techniques.
- Is able to 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.
- Ability to work under pressure and promptly resolve critical situations.
- 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.
- Keyboard use of greater or equal to 40% of the workday.
- The ability to lift and move up to 25 lbs.

\* Denotes additional program-specific requirements/responsibilities.