



The Senior Program Manager oversees program implementation, program budget(s), data collection and evaluation for mission-critical, high-impact programs and services for Latino and other historically underserved youth and families living in high need areas of Montgomery County.

The Senior Program Manager works closely with the Program Director to ensure the quality and consistency of programs and services under their responsibility and drive the strategic priorities for the Program Area. The Senior Program Manager coordinates with the other Senior Program Managers to strengthen inter-departmental collaboration and advance Identity's mission and strategic priorities. The Senior Program Manager also contributes to overall organizational leadership and strategy and represents Identity locally, regionally and nationally. The Senior Program Manager reports to the Program Director.

### **Program Leadership and Management**

- Responsible for program development, implementation, monitoring, and necessary adjustments. Works with Program Director to develop and monitor program budgets and spending in consultation with the Director of Finance and Operations
- Develops, monitors and responds to output, outcome and process data in consultation with the Program Director and the Director of Evaluation and Quality Control.
- Has a clear understanding of and ensures compliance with administrative duties related to finance and human resources processes and procedures
- Ensures compliance with grants and contracts including meeting output, outcome, and budget and reporting requirements.
- Work with Program Managers to effectively coordinate with subcontractors providing services and ensure compliance with contractor processes for Human Resources and Finance and Operations Departments.
- Works with Program Director on proposal development and reporting, to attract, expand and sustain public and private resources to support existing and new programs
- Stays abreast of community needs and recommends appropriate responses
- Shares program and organizational learning with a broad range of internal and external stakeholders.
- Develops, maintains and strengthens inter-agency relations to benefit program clients and meet Identity's strategic goals and priorities.

### **Team Leadership**

- Promotes organizational and team culture and cohesion, including modeling organizational values
- Ensures the training and professional development needs of program staff are met
- Attracts, develops, coaches, supervises and mentors, and retains high-performing Program Managers

and/or coordinators, empowering them to elevate their level of responsibility, initiative and performance. Works with Program Director to make recommendations for promotion, transfer and termination.

- Ensures program staff, contractors and volunteers are appropriately trained on and following Identity's policies and procedures to minimize risk.

### **External Relationships**

- Cultivates and nurtures relationships with supporters, allies and partners
- Works with Program Director to nurture relationships with contract monitors and grant officers

### **QUALIFICATIONS**

The Senior Program Manager will be thoroughly committed to Identity's vision, mission, core values and strategic priorities so that Identity's client community has equitable supports and opportunities to thrive socially and emotionally, to achieve academically, and to succeed in the workplace.

The Senior Program Manager will have an understanding of current and historic drivers of community needs as well as research-based best practices. They will have demonstrated excellent program leadership, and management skills; team building and collaboration skills; and communications skills with a wide range of colleagues, and stakeholder relationships. The Senior Program Manager will have contributed to the design/development and continuous improvement of programs and services. The Senior Program Manager will be able to work collaboratively and effectively in an exceptionally dynamic, fast-paced environment.

Specific requirements include:

- **Program Leadership and Management:** Experience with successfully managing a variety of initiatives and a track record of effectively leading a performance- and outcome-driven program and staff, preferably in a youth-serving organization. Experience using program and financial data to inform strategic decisions and operations.
- **Team Building and Development:** Experience successfully recruiting, managing, and developing a strong team of staff. Served as a "player/coach" to motivate and mentor their team and instilled a sense of accountability and high-quality performance standards.
- **Exceptional Communication Skills:** Bilingual English/Spanish, preferred. Strong written and verbal communication skills. Able to be an effective communicator, inspire, and provide exposure for Identity and its constituents, in a variety of policy and professional settings.
- **Training:** Advanced degree or equivalent work experience in education, behavioral health, psychology, social work or related field preferred; familiarity with foundational models such as Positive Youth Development, Stages of Change and Social Emotional Learning. Proficiency in Microsoft Office and experience with electronic database

