

## JOB DESCRIPTION

POSITION TITLE	SENIOR PROGRAM MANAGER
DEPARTMENT/SITE	CORPSMEMBER DEVELOPMENT [REDACTED]
REPORTS TO	DIRECTOR OF CORPSMEMBER AND COMMUNITY ENGAGEMENT
FLSA STATUS	FULL-TIME/EXEMPT

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### ORGANIZATIONAL SUMMARY

[REDACTED] is a private, non-profit organization that has helped at-risk young adults develop themselves since 1986. To date, more than 20,000 young people have participated in the [REDACTED] classes and service projects, learning new skills while contributing to the quality of life for residents of the [REDACTED] area.

### ORGANIZATIONAL CULTURE STATEMENT

[REDACTED] operates one team committed to elevating the lives of the youth we serve; strives to continuously grow, develop, and execute efficiently; and exemplifies respect for diversity and others' perspectives.

### MISSION

The primary mission of the [REDACTED] is to provide at-risk young adults with opportunities for success through job skills training, education and work experience with an emphasis on conservation and service projects that benefit the community.

### POSITION SUMMARY

Reporting to the Director of Corpsmember and Community Engagement, the primary responsibility of the Senior Program Manager is to manage the support services aspects within the Corpsmember Development Department (CMD). The Senior Program Manager is responsible and accountable for coordination of services through an interdisciplinary process that provides a wraparound approach through the continuum of care. The Senior Program Manager will coordinate and provide support services through supervising [REDACTED] navigators staff and will oversee and maintain compliance to contracts or grants for case management, support services, and life skills programming.

This position will manage day to day operations, programming and Corpsmember outcomes. Additionally, this role will provide expertise and staff support, program design and implementation, and internal issues that may arise. The Senior Program Manager will collaborate with the Program Director, Program Manager, other CMD staff in programming and departmental procedures, as well as outside departments and external partners. The Senior Program Manager will ensure that the [REDACTED] Corpsmember Development Department best fits the needs of our participants to becoming self-sufficient working adults. Other duties may be assigned as required.

### ESSENTIAL FUNCTIONS

- Ensure that staff use of [REDACTED] database for data collection and reporting Corpsmember and associated program activities.
- Supervises assigned Corpsmember Development program staff [REDACTED] navigation team).
- Develop a network of education and training institutions and community organizations for life skills, community resources, and educational opportunities for participants.
- Ensure quality services are provided by the Corpsmember Development Department's Staff.

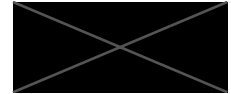
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- Coordinate collaboration among the Corpsmember Development Department, [REDACTED] Work Program, and Administrative teams.
- Collaborate with Compliance to ensure necessary files and documentation are in compliance and meet contractual requirements.
- Prepare required reports including monthly reports to supervisor, quarterly program accomplishments and yearly outcomes.
- Lead strategic planning for Corpsmember Development Department along with Director of Corpsmember and Community Engagement, members of the Senior Management team, and the Executive Management team.
- Foster partnerships with Community Based Organizations(CBO's) including but not limited to employers, unions, and post-secondary training programs to meet the needs of the Green Career Pathway model.
- Plan and attend regular department meetings and local hire meetings to ensure that operations and program goals are being met.
- Manage human and material resources to ensure services are of high quality and within budget.
- Work with management to foster new funding opportunities.
- Submit monthly progress reports in a timely manner. Reports should capture program progress accurately throughout the month.
- Work and communicate with program sponsors, local community organizations and other public and private agencies to guarantee that scheduled goals are met.
- Collaborates with Program Manager to ensure vendors are contracted for program goals and invoicing is streamlined.
- Responsible for maintaining program budgets.

## SKILLS/REQUIREMENTS

- Demonstrate proficiency in the areas of budget development/management, cost projections and reporting requirements.
- Demonstrate excellent analytical skills; characterized by identifying, assimilating, and comprehending the critical elements of various situations, and extracting and interpreting the implications of courses of action.
- Demonstrate excellent communication and presentation skills (verbal and written); characterized by actively listening and ensuring respectful two-way communication.
- Demonstrate sensitivity, understanding, and the ability to effectively interact with individuals (internal and external) from diverse cultural, socioeconomic, disability and ethnic backgrounds.
- Demonstrate strong time management skills and a high level of attention to detail.
- Demonstrate a high level of accountability, responsibility, and dependability.
- Demonstrate teamwork through cooperation and collaboration with others.
- Demonstrate a positive attitude, self-discipline, and self-awareness.
- Ability to prepare concise, logical, and grammatically correct documents, reports, and presentations.
- Ability to accept, direct and perform responsibilities and assigned tasks as a project team member in support of the overall project.
- Ability to explain policies, procedures, directions and represent [REDACTED] philosophy and values to a wide range of audiences including Corpsmembers, programmatic staff, management, and the public.
- Ability to structure tasks, establish priorities and set goals.
- Ability to effectively perform the physical requirements of the job, as well as train others.

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- Ability to effectively provide presentations, work demonstrations, and instruction to others to promote and establish a culture of safety.
- Ability to balance competing priorities and multiple stakeholders, and able to work independently.
- Intermediate level of computer skills (Microsoft Office environment) including Excel, Word, PowerPoint, and Internet research
- High level of interpersonal skills, integrity, and the ability to keep information confidential.
- Uses good judgment, evaluates alternatives in the achievement of quality outcomes.
- Results-/Solution-oriented; flexible.
- Passion for [REDACTED] and ability to articulate its mission.

## MANAGEMENT COMPETENCIES

- Ability to effectively speak publicly – either in a group setting or formal presentations; communicate via telephone, electronic mail, in writing via letter and/or memo, face-to-face discussions with individuals or teams; as well as contact with others (face-to-face, by telephone, or otherwise).
- Ability to work under pressure and awareness of competitive pressures.
- Ability to deal with unpleasant, angry, or discourteous people, including conflict management between others (staff and/or direct reports).
- Ability to make decisions that impact the results of co-workers, clients or the agency. Able to make to make decisions.
- Ability to make decisions that affect other people, the financial resources, and/or the image and reputation [REDACTED]
- Ability to be exact or highly accurate; to repeat the same physical activities or mental activities over and over; as well as able to work autonomously to determine tasks, priorities, and goals
- Ability to meet strict internal and external deadlines.
- Ability to work with external customers or the public; coordinate or lead others in accomplishing work activities; as well as working with others in a group or team.
- Ability to direct or coordinate the supportive services department of the agency.
- Ability to prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Ability to set and consistently meet the goals and deadlines for the department.
- Ability to analyze internal processes and recommend and implement procedural or policy changes to improve operations.

## SUPERVISORY RESPONSIBILITY

This is an exempt position that has supervisory responsibility over Corpsmember Development staff and may have supervisory responsibility over corpsmembers, supervisors, volunteers, interns, and/or temporary staff, or a combination of these.

## WORK ENVIRONMENT

This position operates in multiple environment settings, including but not limited to a professional office environment, outdoor field work, or driving vehicles for programmatic needs. The office setting role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

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### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit, use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; and talk or hear. The employee must occasionally lift or move up to 25 pounds. Specific vision requirements of the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

### TRAVEL

The employee must be able to safely drive him/herself locally as may be required by the duties and responsibilities of the position.

Travel distances may vary between 1-100 miles each way based on project site location. If project distance location is greater, possible camping/spikes may be assigned requiring overnight stay for up to one week at a time. Travel may be local as well as to [REDACTED] work site locations in the greater [REDACTED] area.

### REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree from an accredited institution required.
- Minimum of eight (8) years' experience working with and/or training young adults of various ethnic, disability, and socio-economic backgrounds with grant/contract management, job placement, and/or related transition services experience and some college can be substituted for a Bachelor's degree

### PREFERRED EDUCATION AND EXPERIENCE

- Knowledge of Workforce Investment Opportunity Act (WIOA), Community Service Block Grant (CSBG), [REDACTED] or other Department of Labor youth programs, eligibility, and reporting requirements.
- [REDACTED]
- Previous experience working in the non-profit or public sector preferred.

### OTHER DUTIES AND REQUIREMENTS

- [REDACTED] Class C Driver's License.
- Perform other duties as assigned. Please note that this job description is not designed to cover or contact a comprehensive listing of activities, duties and/or responsibilities that may be required of the employee for this job. Duties responsibilities and activities may change at any time and without notice.




### AA/EEO STATEMENT

It is the policy of [REDACTED] to seek and employ a qualified workforce at all locations, job sites, and facilities, and to provide equal employment opportunities for all applicants and employees in recruiting, hiring, placement, training, compensation and benefits, promotion, transfer, and termination.

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### JOB DESCRIPTION ACKNOWLEDGMENT

I have read this job description and fully understand the requirements set forth therein. I further understand that this job description does not constitute an employment contract or promise with   and that employment in this position is at-will, meaning employment may be terminated with or without notice or cause at any time either by me or by .

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Employee Signature

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Date

  
Equal Opportunity Employer

