

## JOB DESCRIPTION

POSITION TITLE PROGRAM MANAGER, CASE AND TRANSITION SERVICES  
DEPARTMENT/SITE CORPSMEMBER DEVELOPMENT  
REPORTS TO SENIOR PROGRAM MANAGER  
FLSA STATUS FULL-TIME/EXEMPT

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### ORGANIZATIONAL SUMMARY

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 classes and service projects, learning new skills while contributing to the quality of life for residents of the area.

### ORGANIZATIONAL CULTURE STATEMENT

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 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 & Community Engagement, the primary responsibility of the Program Manager is to manage vocational and employment placement projects that will ensure program participants are successfully supported while in . The 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 Program Manager will coordinate and provide support services through supervising Transition staff within the Corpsmember Development Department (CMD) and will oversee and maintain compliance to contracts or grants for support services and transition programming.

This position will manage day to day operations of the Transition team, which includes Phase II programming and achieving corpsmember outcomes. Moreover, the Program Manager will ensure job / post-secondary placements by working with the Director to engage in employer partners. This includes working with CMD staff to link Corpsmembers to specific opportunities. Additionally, this role will provide expertise and staff support for problem-solving complex cases and issues and consults with the Senior Program Manager/other resources as needed. The Program Manager will collaborate with the Senior Program Manager, Director, and other CMD staff in programming and departmental procedures. The Program Manager will ensure that the Corpsmember Development Department best fits the needs of our participants to becoming self-sufficient working adults.

### ESSENTIAL FUNCTIONS

- Develop internal goals, metrics, timelines, and processes to fulfill contractual obligations.

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- Develop and implement the use of the [REDACTED] database for data collection and reporting Corpsmember and associated program activities.
- Supervises assigned Corpsmember Development program staff.
- Develop a network of education and training institutions and community organizations for life skills, community resources, and educational opportunities for participants.
- Coordinate and manages Social Work Intern program with the rest of the Corpsmember Development management team.
- Coordinate vocational, and transition services with the [REDACTED] Work Program, Education partner, and the Corpsmember Development Department's Staff.
- Maintain a collaborative relationship with education partners to ensure Corpsmembers receive necessary credits, counseling, and resources to succeed in the charter school and graduate with their high school diploma.
- Work with Case & Transition Coordinator to ensure job / post-secondary placements for Corpsmembers
- Assist Director of Corpsmember & Community Engagement and Senior Program Manager with employer partner job opportunities and manage the dissemination of these job leads to the Transition team and eligible corpsmembers.
- Maintain necessary files and documentation for contractual requirements.
- Prepare required reports including monthly reports to supervisor, quarterly program accomplishments and yearly outcomes.
- Oversee the coordination and facilitation of regular work readiness and mock interview courses, as well as vocational training and CMD programming.
- Plan and attend regular program meetings to ensure that operations and program goals are being met.
- Manage human and material resources to ensure services are completed successfully 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 vendors to ensure quality services and on-time invoicing.
- Responsible for maintaining program budgets specific to corporate and private foundation grants.
- Collaborate with legal services partners, including but not limited to [REDACTED]
- Works with community colleges, training partners, and employers to develop vocational and soft skills training for corpsmember to increase their employability.
- Works with employment partners to promote internship and job opportunities and identify work qualified corpsmembers for open positions.

## 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.

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- 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 the  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.
- Ability to effectively provide presentations, work demonstrations, and instruction to others to promote and establish of 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 t  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 of the .
- 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.

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- Ability to analyze internal processes and recommend and implement procedural or policy changes to improve operations.

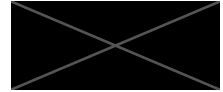
### **SUPERVISORY RESPONSIBILITY**

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 .

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

  
**Equal Opportunity Employer**  
