Program Manager Job Description

Job Title: Program Manager
Date: July 2020

FLSA Status: Full-Time/Exempt
Approved by: Executive Director

Department: Programs

Reports to: Operations Manager

PRIMARY OBJECTIVE:

Serving Our Neighbors (SON) Ministries is a volunteer-driven organization that mobilizes the community to serve their neighbors and to help neighbors take steps out of suburban poverty. This position is primarily responsible for promoting SON Ministries’ mission and values by designing, running and improving all of the programs we offer to serve our neighbors. This position works closely as a team with another program manager, program administrative assistant and volunteer developer as well as volunteers. The position includes hiring, training and managing SON Ministries’ seasonal staff. Incumbent will build positive, empowering relationships with partner organizations, churches, staff, volunteers, children and families we serve, and community leaders.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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<tr>
<th>Administer Summer Lunch Camp Program</th>
<th>40%</th>
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<td>• Cast vision repeatedly to all.</td>
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<td>• Independently source, hire, train and manage seasonal staff (including seasonal AmeriCorps VISTAs when available).</td>
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<td>• Review and make recommendations each spring to maximize the summer lunch strategy – serving as many children as our resources allow for.</td>
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<td>• Administer Teen Internship program.</td>
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<td>• Administer USDA Summer Food Service Program (SFSP) for reimbursement of summer lunch food.</td>
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<td>• Ensure high quality programming (business/entrepreneurial, recreation, special guests, art, educational activities)</td>
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<td>• Set and measure program goals with outcome measures.</td>
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<td>• Provide training, auditing and coaching to summer lunch sites SON Ministries is sponsoring for the Summer Food Service Program.</td>
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<td>• Advertise and market program to children/families.</td>
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<td>• Oversee all aspects of child registration.</td>
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<td>• Work with Volunteer Developer to recruit, train, mobilize, and lead volunteer leadership teams to help roll out the summer lunch program.</td>
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<td>• Develop relationships with and network with other SFSP providers and partners.</td>
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<td>• Delegate/share tasks with second program manager as needed for most effective operation of the Summer Lunch Camp Program.</td>
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<th>Assist with administration of 3-Generation Family ESL Program and supportive programming</th>
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<td>• Work with Volunteer Developer to recruit, train, mobilize, and lead volunteer leadership teams to help roll out the ESL program and supportive programming.</td>
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<td>• Cast vision repeatedly to all.</td>
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<td>• Assist with program operations including advertising materials, registration forms and events, data tracking, quality programming.</td>
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<td>• Perform on-site program supervisory role for 50% of program evenings (sharing role with second program manager).</td>
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<td>• Manage relationships with partner organizations when onsite.</td>
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Administer Good Tidings Christmas and Coat Store

- Work with Volunteer Developer to recruit, train, mobilize, and lead volunteer leadership teams to help roll out the Good Tidings Christmas and Coat Store.
- Cast vision repeatedly to all.
- Manage program operations including advertising materials, registration forms and events, data tracking, toy drives, quality programming.
- Manage relationships with partner organizations.
- Delegate/share tasks with second program manager as needed for most effective operation of the Good Tidings store.

Communicate and build respect driven relationships with children and families, volunteers, community leaders, and co-workers.

- Promote SON Ministries’ mission during every personal interaction and maximize opportunities to fundraise, secure volunteers, develop partnerships and meet the needs of the families we serve.
- Produce communication pieces: program flyers, training materials, parent handbooks etc.
- Act as a liaison in representing SON Ministries throughout community for facilitation of its programs.
- Build partnerships with local churches and organizations to talk about SON Ministries and to ask for their support (volunteers, physical space, in-kind or financial).
- Assist with and attend fundraising events.
- Volunteer Management: Assist the Volunteer Developer with nurturing and management of volunteers for all programs.
- Organizational Communications:
  - Capture stories from programs (personally writing them, asking staff/volunteers to write them) for blogs, website or monthly newsletter.

Supervise Program Seasonal Staff

Data Management (CCB, Tablets, Google Drive)

- Assist Operations Manager with outcomes measurement of programs.
- Ensure integrity of data regarding children, parents and volunteers.
- Utilize data tools to support the operations of all programs.
- Oversee the development of reports needed at the completion of each program or required by outside funders, agencies, or partners.
- Help set and measure program goals, summarize data, identify trends and patterns, make change recommendations.

NATURE AND SCOPE:
This position reports to the Operations Manager. The incumbent interacts regularly with SON Ministries central and seasonal staff, Hilliard City School District personnel, community and church leaders, volunteers, and children and families we serve. This is a full-time position. During the school year, evening hours are required.

DECISION-MAKING:
The position requires the ability to make swift safety and liability decisions regarding children and the reputation of the company. The ability to think of costs and assets in such a way as to run the highest level of programming with the best possible stewardship of our assets is required. The position requires the ability to assess and evaluate data and policies needed to effectively operate our programs. This includes strict and accurate adherence to the rules and regulations of government-related program requirements. The incumbent must have the ability to maintain confidentiality in all endeavors.

QUALIFICATIONS AND EXPERIENCE:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The physical requirements and work environment described are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• B.S. / B.A. or equivalent work experience.
• A passion to work with children and families facing poverty is a must.
• Background in education, child development, and/or social work a plus.
• Experience working in a team environment.
• This position requires the ability to manage a high number of details and tasks with deadlines and follow through independently.
• Experience mobilizing volunteers and managing volunteer teams.
• Experience interviewing, hiring and supervising staff.
• Must have 2-3 years’ program/project management and administrative experience and excellent skills in communication, marketing and networking.
• Experience in public speaking/training adults.
• Experience writing procedures and ability to follow precise procedures.

SKILLS REQUIRED:
• A passion to serve children and families facing poverty and New American families as well as community volunteers.
• Leadership skills, “can do” positive attitude, and the ability to independently problem solve.
• Highest level of people and relationship-building skills.
• Highly effective customer service skills.
• Ability to connect people to other people and resources – memory to remember names and skill sets.
• Flexibility and adaptability—ability to think strategically and manage details in a fast-paced and changing environment.
• Excellent verbal and written communication skills.
• Ability to manage many details with expert organizational and administrative skills.
• Technology skills: Microsoft Office, Outlook, Google Drive, social media platforms. Database management experience a plus.
• Spanish or Arabic language skills a bonus.

PHYSICAL REQUIREMENTS AND ENVIRONMENT:
The position requires the ability to occasionally lift up to 35 pounds. The employee on any given day stands and walks intermittently at the office; onsite at programs employee stands and walks 90% of the time. The employee is frequently required to reach with both hands and arms, along with occasionally stooping or kneeling. Casual with company logo attire is accepted at SON Ministries programs; business casual in the central office is appropriate and when meeting with community leaders business attire is recommended. Local in town travel is required (as programs are offsite from central office).

WHAT WE OFFER:
• Energetic team driven by a mission to advance good.
• Award-winning, entrepreneurial nonprofit with a collaborative culture.
• Convenient location and peaceful and supportive office environment.
• Professional development opportunities.

COMPENSATION:
Salary and paid vacation and sick days provided. Flexible schedule with approval. Access to benefits at full cost to employee.

Equal Opportunity Employer

APPLICATION PROCESS:
Submit the following application materials to jgriffith@SON-Ministries.org

• A current resume including 3 professional references.
• Statement of interest including past experiences demonstrating the skills needed for this position.
• Position requires satisfactory completion of a background check and completion of a UALC employment application.