



JOB DESCRIPTION
Program Manager

Reports to	Director of Programs
Classification	Program Manager
Salary Range	Negotiable based on education and experience
Position Type	Full-Time, salaried position with benefits as specified in Personnel Policies and Procedures Manual
Education Requirements	<ul style="list-style-type: none"> • Master’s degree required in social work, public health, or other related human services field • Licensed professional (i.e., Licensed Graduate Social Worker (LGSW) or Clinical Social Work (LCSW)) preferred
Requirements	<ul style="list-style-type: none"> • Experience required in nonprofit program management; government grants and contracts; social service program development; professional consulting; and technical assistance delivery • An ability to lead trainings and technical assistance consultations with individuals, organizations, and communities required • Five (5) years of experience related to housing and social service provision for vulnerable populations including persons experiencing homelessness; living in rural areas, or living with mental illness or HIV/AIDS, preferred • Experience with business development including grant writing, contract development, and marketing of services expected • Demonstrated ability to supervise staff • Ability to work with a team and provide program management support to accomplish the mission of the agency and its programs • Self-starter, strong follow through on projects, and able to take direction • Skilled technical writer • Exceptional skills in project management • Able to read, speak, and comprehend English • Proficient in Microsoft Office programs: Outlook, Word, Excel • Able to climb stairs and ability to move and transport materials or equipment weighing up to 50 pounds for trainings or events • Position <u>requires</u> travel; ability to travel within the state and U.S.
Overall Position Mission	To develop, manage, implement, and provide supervisory oversight of CSI’s programs specifically related to targeted populations, geographies, and clients. The Program Manager develops, manages and implements his/her respective program area through the delivery of technical assistance, training, capacity building, research/evaluation,

	<p>advocacy, education, and other innovative strategies to meet CSI’s overall vision, mission, and strategic plan. The Program Manager collaborates with other managers as a team and in partnership with the CEO to fulfil the mission of the agency and the outcomes of each program area. The Program Manager is responsible for overseeing all required outcomes of grant and contract funding sources, managing program budgets, and evaluating and reporting on project outcomes and accomplishments.</p>
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Areas of Responsibility – The Program Manager is responsible for the development, coordination, management, and implementation of identified programs. In this role, the Program Manager develops, plans, coordinates, and manages all aspects of assigned grants and contracts.

The Program Manager is a part of the Leadership Team and will work directly with the CEO and other management staff in planning, developing, and achieving a strategic direction for the agency. Additionally, the Program Manager will work with staff to ensure that strategic and program objectives are met in a timely and efficient manner.

It is expected that the Program Manager will have a variety of skill sets to work on multiple aspects of project implementation. Time management, leadership, and self-direction are important aspects of this position.

Areas of responsibility include:

Program Development – Promote the development and growth of the assigned program area and in concert with other CSI program areas. Development includes working with the CEO and Leadership Team to set and implement the strategic direction of the program area, conducting business development through the generation of new work via existing grants and contracts, building new lines of business through delivery of direct services, securing new grants or contracts, and/or obtaining new funding streams.

1. Assist with agency business development goals including, yet not limited to identification and tracking of funding opportunities and grant writing.
2. Track, maintain, and cultivate client relationships including grantee, contractor, or other contacts important for the development of the program area.

Program Planning & Implementation – Provide planning, coordination, management, and oversight to assigned program areas. The Program Manager is expected to provide direct delivery of consultation, training, technical assistance, and other functions to ensure the effective and timely achievement of all agency and program goals and objectives.

3. Oversight, management, and delivery of services (i.e., consultation/training) for the assigned program area and other associated projects. The Program Manager will ensure that all project management tasks are completed in a timely, effective, and efficient manner consistent with agency and funder priorities. Tasks include,

- yet are not limited to program development, grant writing, monitoring, delivery of technical assistance, training, and consultation for projects, evaluation, and reporting.
4. Provide program, content, and regulatory expertise associated with each project. In such a role, the manager will deliver direct consultation, training, and technical assistance; provide curriculum, resource, and product development; and perform other direct service functions to ensure the timely and effective delivery of agency and programmatic goals and objectives.
 5. Provide logistical support on all on-site technical assistance/trainings including yet not limited to securing training sites, negotiations for on-site equipment. Develop and maintain program area events on the agency calendar.
 6. Provide supervision to assigned staff and oversight to program consultants delivering services. The Program Manager will work closely with the Director or Programs and the Director of Administration in the development and monitoring of consultant contracts.
 7. Provide internal training and educational events to support professional development of staff related to program knowledge areas. Provide resources to Operations for the Resource Library and LMS.
 8. Provide program monitoring/reporting both internally and externally related to designated projects. The Program Manager will fulfill all programmatic reporting to meet the agency and funder requirements. The manager will work directly with the Director of Programs and finance staff to timely fulfill all grant/contract evaluation and reporting requirements.
 9. Develop and track programmatic management tools and resources to enhance the effective management, delivery, and reporting of the agency's program areas. Manage TA/training database and reporting (monthly, quarterly, annually) on TA/training activities.
 10. Represent the agency through the designated programs working with local, regional, and national partners. In this role, the Program Manager will promote the agency's programs and services to enhance agency visibility and develop new avenues of work.
 11. Support other agency functions as identified by the CEO.

Administration – The Program Manager will be expected to provide general administrative tasks for the agency in an effort to fully implement CSI programs.

1. Complete all requirements as necessary for the business of CSI.
2. Serve as part of the Leadership Team to plan, coordinate, and implement the mission of the agency and the strategic plan for the agency.
3. Collaborate with CSI staff to design programs, write grant applications, and report on funds expended and goals achieved.
4. Develop effective methods to measure successful implementation of CSI areas of focus.
5. Other duties as assigned by the CEO.

Supervision – The Program Manager is a supervisory position and includes the supervision of CSI staff and agency consultants. Direct supervisory oversight includes: 1)

Program Specialists 2) Program Associates 3) identified consultants related to program management.

This job description in no way implies a contract or promise of employment. In the event of reduced funding, CSI holds the right to limit or reduce allowable hours, pay, or to terminate the position as allowed within the CSI Personnel Policies and Procedures Manual and/or contract. The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work.

Persons filling this position must comply with the CSI Personnel Policies and Procedures as approved by the Board of Directors. Neither this job description nor the CSI Personnel Policies and Procedures will constitute a contract for employment.

Collaborative Solutions, Inc. is an equal opportunity employer and a drug free workplace. All applications are to be submitted to the Director of Administration Collaborative Solutions, P.O. Box 130139, Birmingham, AL 35213. Email to sharon@collaborative-solutions.net.

Employee Signature

Date