



JOB DESCRIPTION
Program Manager

Women & Family Life Center (W&FLC) empowers women and families to face challenges and transitions in their lives with strength and confidence. Our Center offers women and families access to a strong network of support, education and community to make life transitions a time of positive change during a time of isolation, fear, and financial distress.

The Program Manager leads the design, development and oversees all aspects of implementation and evaluation of mission-focused programming that supports the goals of the Center. The Program Manager reports to the Executive Director and manages Referral Navigator(s). This is a full-time salaried position with paid time off and retirement benefit.

Essential Responsibilities:

1. Conduct client intakes via phone, video and in-person to assess needs, which may span multiple domains (crisis services, basic needs, mental health, financial and legal services) and manage a small caseload.
2. Provide individualized referrals to W&FLC programs as well as to regional and statewide resources.
3. Advocate for participants, including: assisting clients with making phone calls or filling out applications; contacting providers to clarify services; discussing cases with other providers (per signed Release form).
4. Provide crisis intervention as needed and provide crisis training to other W&FLC staff & program facilitators.
5. Plan delivery of programs and activities in accordance with the Center's mission and goals.
6. Develop new programs to address identified community needs.
7. Manage a small team to achieve program goals.
8. Provide support materials for grants as needed.
9. Represent W&FLC in community, work with the Executive Director to lead efforts to develop and deepen strategic programmatic partnerships; anticipate & identify community needs, and propose program changes to meet those needs.
10. Design evaluation strategy and oversee the program data collection process, including developing and maintaining accurate records.
11. Analyze data to assess program strengths and areas of improvement.
12. Report evaluation findings to the Executive Director and recommend changes to enhance programs, as appropriate.
13. Write other reports as needed for management and funders.
14. Recruit, interview, and select well-qualified program facilitators.

15. Monitor the performance of all program facilitators and provide evaluations, ensure program facilitators are regularly trained on Center's activities, policies, and procedures and maintain records for all program facilitators.
16. Oversee MSW internship program and intern(s).

Qualifications

1. MSW or LCSW required, minimum 3 years' experience with program management, with an emphasis on managing multiple programs at once or equivalent combination of education and related experience.
2. Experience with staff management.
3. Direct case management experience working directly with clients/participants in the field of human/social services.
4. Knowledge of and relationships with federal, state and regional resources.
5. Ability to develop and build positive relationships with people of all ages, as well as of diverse cultural and social backgrounds.
6. Experience with crisis management and intervention preferred.
7. Knowledge of data management and evaluation methods.
8. Excellent oral and written communication skills.
9. Strong attention to detail.
10. Ability to multitask.
11. Proficiency with Microsoft Office Applications, Google Apps for Work, and ability to quickly learn database systems.
12. Proactive, with an aptitude for solving problems with creativity and resourcefulness; ability to stay calm under pressure of deadlines.
13. Passion for working on behalf of women and families in need.

Working Conditions

- Primary work takes place in an office environment, though some activities (such as donor cultivation meetings) take place in non-standard workplaces.
- Regular evenings and weekends are required to participate in meetings and attend events.
- Flexible work schedule is offered to accommodate evening and weekend outreach responsibilities.

Please send resume and cover letter to the attention of Meghan Scanlon, Executive Director, at mscanlon@womenandfamilylife.org.