



Program Manager

The Program Manager is primarily responsible for oversight of case management, youth, outreach, education, and support services programs.

This position reports to the Director of Programs.

Education/Experience:

Bachelor's degree from an accredited university is required

Qualifications

1. 3-5 years related experience in supervisory role in a non-profit agency
2. Must possess a keen understanding of issues related to human trafficking, trauma, homelessness, substance abuse, mental illness, etc.
3. Must be highly organized, detail oriented, and have program development/implementation experience.
4. Must possess an ability to work well under pressure and the ability to seek and synthesize information and communicate in a compelling and succinct manner.
5. Experience working in nonprofit organization managing programs
6. Knowledge and experience implementing trauma informed care practices
7. A solid understanding of budgets as they relate to proposals and grants
8. Maintains an extensive and solid professional network
9. Strong written and verbal communication skills, effective communication and planning skills
10. Ability to be culturally competent in serving the needs of diverse populations

I. Essential Duties and Responsibilities

1. Oversees program development for all programs and services
2. Develop goals and objectives for programs on an annual basis
3. Ensures all grant and funder requirements are included in the program structure
4. Manages activities between multiple programs to ensure alignment with organizational goals
5. Forms professional relationships with all stakeholders, clients, target populations, donors, volunteers, interns, vendors, and community partners
6. Develops or enhances community partnerships for the successful implementation of programs
7. Managing agency changes and program interventions to ensure program goals are met
8. Works with development department to identify opportunities and secure financial resources to support programs
9. Organizes regular meetings with agency staff to manage programs and services

10. Works closely with coalition members to coordinate program development and implementation
11. Analyzes program risks and evaluates effective implementation of program strategies
12. Supports development and implementation of program budgets
13. Follows compliance and regulations required by funding sources
14. Submits accurate documentation and paperwork in a timely manner in accordance with agency policies
15. Adheres to best practices, quality management, funder, and department goals
16. Provides oversight and verification that goals and compliance needs are met
17. Knowledge of agency policies and procedures and effectively adheres to them

II. Supervision

1. Responsible for the overall management, implementation and evaluation of assigned employees and/or volunteers
2. Effectively manage team to ensure completion of work, high level of cooperation, and integration with other departments
3. Directly supervises assigned staff, interns and volunteers
4. Provides general supervision and guidance for all staff, interns and volunteers
5. Responsible for interviewing, hiring, and training employees or volunteers
6. Planning, assigning, and directing work; appraising performance; rewarding and disciplining employees or volunteers
7. Addresses and manages employee complaints and team/employee issues
8. Involves staff in planning, decision-making, facilitating and process improvement
9. Develops subordinates' skills and encourages growth
10. Continually works to improve supervisory skills

Other Skills and Abilities

1. Proven self-starter with a strong desire to take initiative
2. Proven ability to work with teams and manage volunteers and fellow staff to meet program goals
3. Ability to maintain positive and professional relationships with internal and external stakeholders
4. Experience managing multiple concurrent tasks and organizing work to ensure quality outcomes and adherence to deadlines
5. Able to work evenings and weekends throughout the year as needed
6. Position requires travel within the greater Houston region; must have reliable transportation
7. Ensures work responsibilities are covered when absent; arrives at meetings and appointments on time

8. Follows instructions; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan
9. Reads, understands, and follows policies and procedures
10. Maintains appropriate levels of documents regarding files, reports, correspondence, personnel, and financial paperwork
11. Understands and adds to the outcomes and progress of departmental goals
12. Attends department, agency-wide staff meetings and other meetings as scheduled
13. Communicates proactively and professionally with peers and stakeholders through phone and emails
14. Follows all regulatory requirements for reporting suspected abuse or neglect

Application Deadline: October 28, 2019

UAHT is an equal opportunity employer and provides several benefits to qualified employees.

Normal business hours are Monday through Friday from 9:00 AM – 6:00 PM, however this is a full-time position requiring flexible hours including evenings and weekends.

To apply for this position, please submit a resume and cover letter to Human Resources at hr@uaht.org.

The application deadline will be open until filled.

To learn more about the organization, visit www.uaht.org.