



Education and Outreach Manager

The Education and Outreach Manager is primarily responsible for the oversight of all frontline professional trainings, community engagement activities, youth education programming, and direct outreach.

This position reports to the Director of Programs.

Education/Experience

Level of Education: Bachelor's degree from an accredited university is required.

Job Expectations

1. Manages all aspects of UAHT's Education and Outreach programs by developing project plans
2. Communicates changes and progress
3. Completes projects on time and within budget and manages program team activities
4. Works with staff, volunteers, and stakeholders to achieve integration and high level of work product, effective resource acquisition, and management, and leadership goals
5. Utilizes the strengths of the assigned team to meet the goals of the client services programs
6. Meets all best practices, quality management, funder, and department goals
7. Provides high-level oversight and verification that work processes and compliance needs are met
8. Uses data and feedback to better work processes and outcomes

Essential Duties and Responsibilities

Planning and Implementation

1. Oversees program development and implementation for all frontline professional trainings, community engagement activities, youth education programming, and direct outreach
2. Develops goals and objectives for education and outreach on an annual basis
3. Manages activities between multiple programs to ensure alignment with organizational goals
4. Develops and/or enhances community partnerships for the successful implementation of education and outreach programming
5. Forms professional relationships with all stakeholders, clients, target populations, volunteers, interns, vendors, and community partners
6. Works closely with coalition members to expand education and outreach opportunities within the Greater Houston Area
7. Works with development department to identify opportunities and secure financial and in-kind resources to support education and outreach programs
8. Ensures all grant and funder requirements are included in the programs structure
9. Manages agency changes and program interventions to ensure program goals are met
10. Organizes regular meetings with agency staff to manage education and outreach programs
11. Analyzes program risks and evaluates effective implementation of program strategies

Department Development, Compliance and Expectation

1. Reads, interprets, and implements policies, best practices, guidance, and standards regarding services for trafficked persons to create framework for programming, services, or department expectations
2. Supports the development and implementation of service models
3. Supports the development and management of the education and outreach budgets to ensure accurate spending of agency resources
4. Follows compliance and regulations required by funding sources

5. Completes and submits timely and accurate documentation; financial/program paperwork, forms, reports, meeting notes, and all other required correspondence, ensuring it is according to departmental standards
6. Reports to Director of Programs on the overall successes and issues regarding programming
7. Adheres to best practices, quality management, funder, and department goals
8. Provides oversight and verification that goals and compliance needs are met

Agency Compliance

1. Reports to work consistently and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time
2. Follows instructions; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate persons with an alternative plan
3. Understands agency policies and procedures and effectively adheres to them
4. Maintains appropriate levels of documentation and confidentiality regarding client files, reports, correspondence, personnel, and financial paperwork
5. Understands and adds to the outcomes and progress of departmental goals
6. Attends department, agency-wide staff meetings and other meetings as scheduled.
7. Communicates proactively and professionally with peers and stakeholders through phone and emails
8. Follows all regulatory requirements for reporting suspected abuse or neglect

Team Relationships

1. Balances team and individual responsibilities; exhibits objectivity and openness to others' views
2. Gives and welcomes feedback
3. Inspires and motivates others to perform well; gives appropriate recognition to others
4. Acts respectfully and supportively towards other team members' efforts
5. Accepts responsibility and willingness to be accountable for work product and professional growth
6. Identifies and resolves problems in a timely manner; works well with group problem solving situations; uses reasons even when dealing with emotional topics
7. Displays willingness to make decisions; exhibits sound and accurate judgement; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions

Supervisory Responsibilities

1. Supervises and guides assigned staff, interns and volunteers to include management, implementation, and evaluation
2. Manages the department team effectively to ensure completion of work, high level of cooperation, and integration with other departments
3. Interviews, hires, and trains employees or volunteers; plans, assigns, and directs work; appraises performance; rewards and disciplines employees or volunteers
4. Addresses and manages employee complaints and team/employee issues
5. Involves staff in planning, decision-making, facilitating, and process improvement
6. Develops supervisee skills and encourages growth
7. Works continuously to improve supervisory skills, including communication, conflict resolution, leadership, critical thinking, interpersonal skills, time and priority management, diversity and generational differences in the workplace, problem solving
8. Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others

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
11. Proven self-starter with a strong desire to take initiative
12. Proven ability to work with teams and manage volunteers and fellow staff to meet program goals
13. Ability to maintain positive and professional relationships with internal and external stakeholders
14. Experience managing multiple concurrent tasks and organizing work to ensure quality outcomes and adherence to deadlines
15. Able to work evenings and weekends throughout the year as needed
16. Position requires travel within the greater Houston region; must have reliable transportation

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.