



Southwest Center for Independence

PROGRAM MANAGER JOB DESCRIPTION

FULL TIME, EXEMPT

Position description: The Program Manager position is part of the executive Management Team structure at SWCI. This position reports directly to the Executive Director. The Program Manager will support the operations, administration and human resource needs of their assigned program(s). The Program Manager will work to create and strengthen existing community partnerships in support of the mission, vision and consumers of Southwest Center for Independence. This position provides project management for new initiatives and will implement evaluation strategies designed in conjunction with the Executive Director and other members of the executive Management Team. This position could also include marketing, public relations activities and planning fundraiser events in coordination with the Management Team and Board of Directors.

Major responsibilities:

Essential Functions

- Meet regularly with Independent Living Specialists to provide direct supervision and to understand all elements of their jobs and program operations.
- Meet weekly with the Executive Director to provide program updates.
- Meet weekly with the HR Manager to discuss management strategies and employee progress.
- Support the continued development of all fee-for-service activities (Veteran-Directed Care, etc.) as assigned by the Executive Director.
- Effectively use a variety of technology to complete job duties.

Program Management

- Responsible for program planning, operating, and staffing in conjunction with the Executive Director and the rest of the Management Team.
- Supervise Independent Living Specialists directly, working closely with them to strengthen programming and streamline processes across programs.
- Provide leadership on staff development for program(s) assigned.
- Measure performance and improve the quality of services of assigned programs by developing formal processes. This includes maintaining and creating formal policies and procedures as needed.
- Support the development of measurable goals and objectives for program(s).
- Support the Independent Living Specialists to ensure that data entry into required databases is being consistently completed in a timely fashion.
- Support the Independent Living team in time management and grant deliverables.
- Identify and implement best practices in each program. Create ongoing opportunities for all team members to provide feedback on program operations.
- Inform the Executive Director of program issues, changes, and accomplishments.

Operations Management

- Engage in the continuous quality improvement of program operations by meeting with the Management Team and Executive Director regularly.
- Works closely with the Executive Director to develop and monitor program budgets.
- Works closely with the Executive Director to ensure programmatic compliance standards are met for each program.

Administration

- Support the development and administration of grants in conjunction with the Executive Director and Management Team.
- Prepare monthly, quarterly, and annual program reports.

Human Resources

- Responsible for the hiring/discipline/terminations of program staff in conjunction with the human resources department.
- Provide ongoing feedback and supervision to the Independent Living team.
- Supporting Independent Living Specialists with accessing training that promotes their professional development.

Community Partnerships

- Strengthen and develop relationships with other service providers to improve access for consumers in their community.
- Serve on community committees and boards as approved by the Executive Director.
- Effectively advocate with other organizations or entities that have overlapping contact with consumers.

Desired Qualifications

- Bachelor's degree in related field or Bachelor's degree with at least 3 years of experience in non-profit work
- Personnel management experience
- Experience developing and tracking measurable goals
- Demonstrated leadership skills
- Excellent verbal and written communication skills tailored to the audience
- Computer skills (Microsoft Office products, Google Suite, databases)
- Valid driver's license and clean driving record
- Access to reliable transportation to carry out assigned duties in Southwest Colorado

This job description in no way states or implies that these are the only duties to be performed in this position. You will be required to follow any other instructions and to perform any other duties requested by a supervisor.