



Program Manager

Job Description

Qualifications: Master's Degree in social work, criminology, psychology, child development or related field; or a minimum of year for year relevant experience; or combination of education and work experience.

Must have and maintain CA Driver's License with reliable transportation and car insurance for regular travel within Fresno County and possibly out of county.

Background Clearance Requirement: Employment will be contingent on successfully passing a mandatory background check through Fresno County Probation. Background clearance will be processed and determined according to the satisfaction of Probation. An outside background clearance will not be accepted or considered.

Experience: Experience in managing contracts and budgets; hiring, training and supervising staff; evaluating data and writing reports; implementing evidence-based curricula, group facilitation and case management; and tracking progress to reach contract goals. Familiarity with human resource functions, strategic planning, public speaking, grant writing, leveraging resources, and working with at-risk youth or families. Knowledge in Roberts Rules of Order, how to operate a CRM database and/or fundraising and marketing strategies, a plus.

Supervision: Reports to CEO

Description of Duties and Responsibilities: The Program Manager (PM) is tasked with managing general program operations. This includes leading and supervising program coordinators with their implementation strategies and reporting requirements, ensuring data collection is streamlined across the agency and programs are implemented in a cohesive, efficient manner. PM will guide programmatic and financial decisions in accordance with scopes of work and budget guidelines to ensure contract compliance. PM will support the CEO in managing agency operations, strategic planning and grant writing. PM will represent the agency on behalf of the CEO at community meetings including speaking engagements.

Major Responsibilities:

- Understand program contracts, including budgets, scopes of work, reporting requirements and funding limitations.
- Lead, supervise and support program coordinators to ensure human resource policies and agency values are followed; programs are implemented in an effective and efficient manner; and goals are met in accordance with funder expectations.
- Guide program coordinators with budget spending, tracking and invoicing.

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- Hire, train and support staff to provide trauma-informed, culturally sensitive programming to high risk youth, young adults and families. Provide ongoing training, coaching and correction action as needed.
- Collect and analyze data, and track progress on agency goals.
- Develop comprehensive reports synthesizing information in a format fit for various audiences, utilizing quantitative and qualitative data and compelling stories.
- Develop and implement policies and procedures to increase operational efficiency, productivity or improve outcomes for youth and families
- Attend agency and community meetings with or on behalf of CEO.
- Effectively communicate agency mission, values and programs
- Assist with strategic planning, goal setting, grant-writing and other development strategies.
- Assist with special projects and administrative duties to support CEO and Board of Directors
- Participate/Lead regular staff meetings and agency events and trainings
- Network with community partners and communicate effectively with clients, staff, and administrators; provide outreach through individual or group presentations
- Schedule/availability must be flexible to support staff and/or volunteers who work on evenings and/or weekends; as well as to attend community meetings.
- Stay informed on best practices, evidence-based programming and promising practices for system-involved youth and families through trainings, workshops and up-to-date research.

Specific/Additional Duties:

- Leverage program and operational resources for effective collaboration within the agency and with outside partners.
- Assist with special projects such as marketing (website management, social media, newsletter, etc.), operations (inventory, HR functions, record-keeping, etc.) and resource development (donor relations, fundraising, etc.)
- All other duties as assigned

Required Skills:

- Strong leadership and management skills, including staff development, coaching and human resource-record keeping.
- Must be very organized with the ability to establish and follow timelines and maintain agency records
- Excellent verbal communication skills, including public speaking
- Excellent written communication skills, including narrative and graphic reporting
- Strong arithmetic skills with the ability to track budget spending
- Ability to evaluate data and develop programs
- Ability to read and understand contracts and budgets

- Must demonstrate excellent judgment, have the ability to manage crises and can adapt to unforeseeable circumstances
- Ability to develop and maintain professional working relationships with management, staff, partners, funders, and the general public
- Ability to work under pressure and handle multiple tasks simultaneously
- Ability to think critically; assess needs, identify opportunities, and leverage resources to meet program and organizational goals
- Must be culturally competent in working with populations of diverse ages, cultures, ethnicities, sexual orientations, etc.
- Knowledge of the experiences of youth and families involved in the justice or child welfare systems. Understanding of client-centered, strengths-based approaches and case management strategies when working with at-risk families
- Proficient with Microsoft Office, email and the internet. Familiarity with CRM databases, Square Space, G-suite and/or Canva a plus.

Work Environment and Physical Conditions/Demands:

Cubicle setting, sitting/standing for prolonged periods of time, lifting up to approximately 40 pounds (more or less as needed), frequent meetings and/or presentations offsite in the community, heavy computer and telephone usage, physical coordination, working in noisy or crowded environment, speak loudly, stopping, bending, lifting, reaching, must drive vehicle. Must be comfortable working with families facing various challenges and provide services in a non-judgmental manner. Must be flexible during off hours to support staff and volunteers on duty. These conditions and physical demands are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Compensation: \$50,000 annual salary with a benefit package that includes paid time off (sick leave, all Fresno County recognized holidays plus 1-2 weeks paid vacation during end of year holidays); portion of medical insurance coverage; 100% of dental and vision coverage (employee only) and 403b retirement option with up to 4% employer match. Mileage reimbursement for approved work-related travel at the federal reimbursement rate.

How to Apply: Please submit a Cover Letter and Resume to Joanna Litchenberg at joannaz@focusforward.org with the subject line “Program Manager Application.” Deadline to submit is Monday, January 27, 2020

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