

**Job Title:** Regional Program Operations Manager

**Location:** CWF Office 10 E. North Avenue Suite 5, Baltimore, MD

**Salary:** \$75-80K commensurate with experience, Full benefits

*Note:* This position is grant funded and is guaranteed for only one year.

**Employment type:** Full-time

**Background Information:**

The Chris Wilson Foundation is a non-profit organization committed to transforming the incarceration system by providing and supporting programming, advocacy, and art that centers personal relationships, resilience, development, and agency. Chris Wilson initially established The Chris Wilson Foundation in 2019 to provide support to justice-impacted individuals who struggled with the same barriers to opportunity, education and employment that he did after 16 years in prison. Chris was released with the help of his “Master Plan,” a list of goals he had accomplished and ones he was still determined to achieve. This experience became the bestselling book, *The Master Plan: My Journey from Life in Prison to a Life of Purpose*, which continues to inspire and uplift those who are searching for a new sense of purpose and meaning in their lives.

This past year, The Chris Wilson Foundation launched *The Master Plan Program* across three states within six different carceral and reentry spaces. The program consists of currently incarcerated and/or reentering participants attending weekly facilitated sessions led by trained formerly incarcerated facilitators in which program participants complete 15 units of content divided across 15 weeks. During these weekly facilitated sessions, program participants complete and reflect on unit content from *The Master Plan Workbook*, which includes content on psychoeducation with a focus on childhood trauma, understanding systemic inequities including systemic racism and mass incarceration, and developing successful reentry pathways forward. The Chris Wilson Foundation was recently awarded a grant by the state of Maryland with the goal of expanding program implementation within new carceral facilities and reentry programs across the state.

**Position Overview:**

The Chris Wilson Foundation is currently expanding its [flagship program, “The Master Plan Program”](#), across the state of Maryland for underserved, incarcerated, and formerly incarcerated communities. The Regional Program Operations Manager is responsible for providing operational support to oversee the day-to-day operations of the program across the state, including management of the office, management of program requests and coordinating program logistics with facilities, human resources and insurance, grant reporting, development

and execution of marketing materials, and management of program evaluation data. The Regional Program Operations Manager reports directly to the Program Director.

## **Responsibilities:**

### Human Resources/Operations:

- Oversee office management by serving as liaison to ImpactHub, overseeing development and management of quarterly office events, and overseeing coordination of use of office space for weekly facilitator training meetings and bi-annual trainings
- Support in the recruitment, hiring, and orientation of facilitators
- As directed, help to develop, implement and review operational policies and procedures
- Assist with implementation and tracking of facilitator work plans and schedules
- Ensure all legal and regulatory documents are filed and monitor compliance
- Promote an organizational culture that encourages high morale and quality performance

### Program Management

- Manage and coordinate the Maryland based programs for the organization by serving as a direct point of contact for all current and prospective program facilities and establishing relationships with each program facility
- Monitor program operations for quality, efficiency, and effectiveness
- Organize program information and measure the performance of programs by identifying and tracking KPIs
- Manage and input program data including participant surveys, facilitator tracking sheets, facility contact lists, and prospective facility lists as well as other data input as needed
- Contribute to the development and implementation of program policies, procedures, and best practices
- Conduct research and analysis on program-related topics to support informed decision-making and program enhancements
- Utilize various technologies and software applications to streamline program operations and enhance efficiency
- Maintain confidentiality and handle sensitive information with utmost professionalism and discretion

### Grant Management and Fundraising:

- Work with administrative team to track and complete Maryland grant reporting requirements
- Lead administrative aspects of individual giving, corporate giving and grant management including donor research, data management, donor communications, preproposal and grant application development, tracking and reporting
- Assist with implementation and management of annual fundraising plan
- Assist with internal finance, grant, and development reporting

- Develop marketing materials to share on social media and with prospective funders
- Work with administrative team to implement fundraising and development strategy to identify potential donors or funding sources and conduct outreach initiatives
- Collaborate with partners on fundraising events, programming, and publicity
- Collaborate on business engagement and strategic partnership initiatives
- Advise the board on strategic planning and fundraising as it relates to programs

**Minimum Qualifications:**

- Bachelor's degree in Business Administration, Marketing, Finance, Human Resources, Data Analytics, Organizational Leadership or other Relevant Field of Study
- A minimum of three years of full-time management experience including overseeing staff and/or volunteers
- Strong organizational skills and attention to detail
- Strong communication, leadership, and interpersonal skills
- Ability to work independently and as part of a team
- Proficient in using technology and software applications, including MS Office Suite (Word, Excel, PowerPoint), Google Suite and client/donor/work management systems (like Asana, Airtable, Salesforce, Donorbox).
- Commitment to the mission and values of the organization

**Preferred Qualifications:**

- Understanding of challenges faced by justice-impacted individuals
- Passion for developing new organizational systems that promote efficiency

The Regional Program Operations Manager position offers a competitive starting salary of \$75-\$80K commensurate with experience with the opportunity for an end-of-year performance bonus. Please note this is a grant funded position and is only guaranteed for one year. Comprehensive health, dental, and vision insurance plans included as well as generous paid time off and holiday schedule. The position reports directly to the Executive Director and Program Director and offers a chance to make a meaningful impact on the lives of justice-impacted individuals across Maryland.

**Application Instructions:**

To apply for the Regional Program Operations Manager position, please submit a cover letter and resume highlighting your qualifications and relevant experience. Please email your application to [info@chriswilsonfoundation.com](mailto:info@chriswilsonfoundation.com) with the subject line "Regional Program Operations Manager Application - [Your Name]". Only shortlisted candidates will be contacted for interviews.

The Chris Wilson Foundation is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, criminal background or any other characteristic protected by law.

Note: This job description is intended to convey essential information about the general nature and level of work performed. It is not intended to be an exhaustive list of responsibilities, qualifications, or requirements associated with the position.