Program Manager Job Description

FSLA Status: Exempt
Job Class: Program Manager
Reports to: Program Director
Revised: February 7, 2020

Required Travel
Required travel is driven by programmatic and organizational assignments. All Program Managers (PMs) should expect to travel 50-75% of the time. Although this is almost always local travel, a quarterly requirement for national travel may occur.

This position works under the direction of the Program Director and carries out the day-to-day management of a program(s) under his/her direction. As such, the management of the Community Health Workers (CHWs), their workload, activities, and resources are this position’s primary duty. This duty is carried out through close collaboration with the Program Director and with an understanding of the larger budget, program, planning, and organizational goals conveyed and coordinated with the Program Director (PD). Specifically:

Management and Coordination
- Coordinates all day-to-day aspects of assigned program and works in partnership with other staff to achieve program and organizational goals and organizational objectives.
- Provides direct supervision to assigned staff including ensuring new supervisees are orientated to the organization and program
- Ensures timesheets are submitted on a timely basis and correctly reflect the work performed, appropriate breaks have been taken and timesheets match mileage submitted, and outcome data provided to evaluation
- Ensures program(s) activities are of high quality, complete, and match funder goals
- Coordinates staff development needs and makes recommendations to the Program Director for appropriate professional development opportunities for staff
- Works with supervisor to recruit, hire, and provide orientation and evaluation of full time, part time, and temporary staff either directly or through oversight of activity
- Effectively and proactively uses technology and assists staff as needed in program for optimal use of technology
- Under direction of PD, interacts with funders in a professional and proactive manner in programmatic and budgetary matters
- Provides assistance, consulting, support and/or coaching to supervisees as necessary to carry out programmatic goals
- Actively and proactively problem solves as needed, encourage problem solving and innovation within program, site, and organization

Planning and Implementation
- Understands and carries out funder and program requirements on timeline designated by funder as directed by Program Director
- Reviews monthly financials and provides PD with feedback on current spending and future needs
• Monitors and guides program outcomes ensure goals are reached per the grant and organizational timeline
• With Program Director, performs and reviews organizational analysis of outcomes and ensures data on outcomes is collected fully and accurately

Coordination across programs and positions
• Per organizational procedures and processes, works collaboratively to ensure program activities result in a clear, consistent, and unified message, product, and program
• Collaborates and interfaces with other Program Managers to ensure programs are coordinated geographically and resources allocated to the division are optimized
• Assist in ongoing curriculum review and development as requested on MHP Salud curriculum and products

Communication
• At the direction of assigned PD, acts as liaison for, or as a representative of, the organization with various community and public agencies. Attends meetings which involve program or appoints appropriate designees
• Develops and maintains communication networks and relationships with key stakeholders
• Ensures effective communication between program and other areas of the organization, as well as between organization, funders, partners, and other key external partners to ensure integration of program and effective use of resources.
• Facilitates training as required by programmatic or organizational need

Other duties as assigned.

Knowledge, Skills and Abilities
• Well organized, detail oriented, and ability to multi-task in a demanding and constantly changing environment
• Ability to analyze and synthesize information
• Work independently, creatively, and be self-motivated
• Ability to analyze databases and provide basic evaluation as needed
• Ability to work collaboratively and facilitate teams
• Demonstrate supervision skills with ability to maintain confidentiality and accessibility
• Ability to convey information, guidance and work directions, instilling a sense of mission, service, cooperation, and collaboration with staff and within assigned work areas
• Excellent oral and written communication skills
• Facility and adeptness in technology and adoption of new technology
• Knowledge and understanding of community and/or health programs

Required Education and Experience
• Earned Bachelor’s degree required
• At least one year of experience as a CHW, an outreach worker or other community-based work
• 1-2 years of management experience
• Cultural competency concerning population served
- Computer and technological literacy and proficiency required
- Grant writing experience a plus
- Ability to read, write, and speak Spanish and English required
- Current TB test
- Valid Driver’s license and car insurance
- Valid Passport

Performs all functions and activities within the guidelines and philosophy set forth in MHP Salud’s Strategic Plan, policies, mission, goals and vision