



## **JOB DESCRIPTION**

### **Program Manager**

**TITLE: Program Manager (Out-of-School Time Programs)**

**DEPARTMENT/PROGRAM: Out-of-School Time Program**

**REPORTS TO: Executive Leadership Team**

**SUPERVISES: Youth Coordinators, Youth Workers, Program Interns and Volunteers**

**TYPE: Full-time position**

### **Summary**

Franklin Wright Settlements, Inc. provides a variety of community-based programs and services such as, the Pathways to Hope Enrichment Program (out-of-school time enrichment programming, teen programming, college tours, etc.)

The overall role of the Program Manager is to ensure effective and efficient management/supervision of the Pathways to Hope Enrichment Program and initiatives.

Responsibilities include but are not limited to the following: Safety of children and program participants, design of age-appropriate activities/programs/initiatives, monitoring of key program documentation and progress of the program, management of program staff and to ensure appropriate/timely billing of services.

**General Description:** The Program Manager is directly responsible for administering and delivering out-of-school time enrichment programs for youth in the community that are ages 6-17/grades K-12, and young adults ages 18-24. The Program Manager will engage with youth, families, and community organizations/partners to determine their needs and develop programs that meet the academic and social needs of program participants.

The Program Manager will work closely with the community and surrounding schools to provide an enriching and educationally sound experience for all youth registered in Pathways to Hope Enrichment Program.

The Program Manager shall develop the structure of the Pathways to Hope Enrichment Program based on the needs and interests of the youth, their parents, and the community.

Additionally, responsibilities include the following: mentoring, managing, researching, developing, leading, evaluating, and training the program staff, and the direct operations of the program, while maintaining relationships with community/organizational partners.

**Responsibilities:**

- Oversee file and office management. Ensure program files are organized, updated, and monitored on a regular basis for ongoing quality and compliance. Ensure office is running efficiently and office space is clean and always organized.
- Maintain and update accurate electronic and hard copy program records for program documentation for audit purposes.
- Manage evaluation and assessment procedures for the program.
- Track the progress of the program, individual students, and provides progress reports to parents, and the sponsoring organization.
- Research funding sources and other resources to support youth programs and other programs/initiatives as needed.
- Research and write proposals for funding resources that will enhance and/or add to the agency model, goals, and objectives.
- Perform performance evaluations and develop professional development plans for the program staff to ensure the Pathways to Hope Enrichment Program and other assigned programs/initiatives maintain a high level of quality.
- Manage the operations of the Pathways to Hope Enrichment Program to ensure program staff have the tools and equipment they need to be engaged with the youth.
- Monitor the environment for health and safety hazards.
- Recruit and retain youth program participants to meet enrollment requirements.
- Develop and sustain school and community partnerships and collaborate with existing organizations to enhance youth programming.
- Promote and market youth and community-based activities/programs.
- Submit program reports for funders, executive leadership, and Board of Directors and assist with monthly reporting requirements.
- Ensure weekly casenotes are documented and entered in JAIS system (Juvenile Assessment and Intervention System) in a timely manner.
- Ensure progress notes are entered weekly, usually within 48 hours of service.
- Recruit, train, and manage program staff and volunteers.
- Develop, plan, and schedule youth activities that are engaging and educational. Ensure

a variety of sports, recreation, cultural, and other programs are planned and implemented.

- Attend weekly leadership meetings to provide program updates.
- Transport program participants when necessary and ensure transportation arrangements are solidified for daily programming, field trips, etc. for participants.
- Other applicable responsibilities as assigned by the President & CEO, executive leadership team, and/or designee.

### **Qualifications**

- Bachelor's degree required in a related field of study such as, education, sociology, social work, child development, youth/family studies, etc.
- Must have at least (5) years of program management/operations experience and experience managing staff.
- Experience in working with urban and underserved/underrepresented youth, families, and communities.
- Proficiency in MS Office Suite.
- Experience managing multiple youth programs simultaneously.
- Experience meeting program compliance/funding standards.
- Experience meeting tight deadlines.
- Experience in program recruitment/retention.
- Experience working with community partners, funders, and stakeholders.
- Must be able to work required work schedule Monday – Friday including evenings and weekends as needed.
- Must have a valid Michigan Driver's License and reliable transportation.
- Must be able to clear a National Criminal History check, Michigan State Police clearance check, sex offender check, fingerprint clearance, and other required clearances.

**Equal Opportunity Employer**