



HOPE FOR PRISONERS JOB DESCRIPTION

Job Title	Program Manager	Position Type	Fulltime
Funding	General Fund/Grant Funding	Travel	Yes
Level/ Salary Range	\$60,000 - \$75,000	Date Approved:	7/1/2024
Reports To	Director of Programs	FLSA	Exempt

Job Summary

The Program Manager is a key role within the HOPE for Prisoners organization that coordinates programs and manages federal, state, and local grants, including Workforce Innovation and Opportunity Act (WIOA) funding. Reporting to the Director of Programs, this position designs programs that align with the mission and support the goals of the organization. Experience in both supervision and leadership are essential as the Program Manager will lead a team of staff members to execute client programs and provide overall oversight of grants and their outcomes. Knowledge and experience of WIOA is preferred for this position.

Must possess and maintain a valid Class C Driver's License at the time of appointment

Essential Job Functions

- Responsible for planning, coordinating, and tracking program activities.
- Coordinates multiple programs/projects within the organization to ensure that they are benefiting each other and aligning with overall business goals.
- Represents the HFP organization at meetings and events and conducts presentations to grant administrators and community partners.
- Develops and monitors client training and development programs and works closely with case management staff to determine necessary training for special population clients.
- Oversees all activities directly related to grant management, including supervision of team members, reporting, budgeting, maintaining staffing levels and monitoring outcomes.
- Ensures effective systems to track progress and regularly assess program components to measure successes that can be communicated to executive staff, funders, and grant administrators.
- Maintains strong communication and partnerships with grant administrators and community resource partners.
- Leads internal program evaluation activities and makes recommendations for improvement and efficiency.
- Works closely with executive management in creating and managing long-term goals.
- Ensures goals are met in areas including customer satisfaction, safety, quality, and team member performance.

- Produces accurate and timely reporting of program status throughout strategic planning and funding cycles.
- Takes a leadership role in seeking out and soliciting new funding opportunities.
- Monitors and tracks grants and program budgets and communicates progress with staff and management.
- Maintains relationship with partners and vendors in the community and builds creative developmental programs geared to the reentry population
- Tracks progress and impact of training relative to client barriers and progress through the HFP program.
- Assists with coordinating workshops, conferences and resource events in the local community that will benefit the clients and mission of HFP.
- Develops solid working relationship with organizations members and key stakeholders in the community.
- Works to refine the various program elements, particularly assisting with life skills, personal development, and leadership courses for clients of HFP.
- Remains current and aware of federal and state grant regulations and grant requirements and communicates changes and updates with program staff.
- Supervises grant program staff and provides training, oversight, and evaluations for assigned employees.
- Takes responsibility for quality control and oversight of grant activities and all client programming components.

Education:

Master's degree or bachelor's degrees plus three years related supervisory experience; or equivalent combination of education and experience will be considered.

Experience:

- Minimum 3 years' experience in management.
- Understanding of grant management including reporting, invoicing, and monitoring outcomes.
- Proven experience in building and maintaining key stakeholder relationships.
- 3 to 5 years of working experience preferably within a nonprofit or a social impact organization.
- Understanding of project and program management.
- Background of success in process improvement, program development and coordinating projects.
- Commitment to results; "can-do" mindset with emphasis on accountability.
- Experience with managing and motivating staff and team members.

Knowledge, Skills, and Abilities:

- Excellent communication and presentation skills.
- Ability to multi-task and prioritize, work autonomously, establish timelines, and meet deadlines.
- Extensive knowledge of federal, state, and local grants including reporting procedures and measuring outcomes.
- Results oriented professional with creativity, drive, and leadership skills to manage and grow programs.
- Demonstrated leadership ability and confidence – ability to motivate staff.
- Excellent analytical, reasoning, and problem-solving skills.
- Ability to maintain compliance and oversee grant monitoring and quality control.
- Demonstrated competency in strategic planning and business development.

- Working knowledge of data analysis and performance/operations metrics.
- Proficient in the use of MS Office and client management systems.
- Ability to strategize and solve problems.
- Strong leadership and organizational skills.

Abilities:

Requires the ability to gather and analyze facts, to devise solutions to problems, to prepare clear and concise reports, follow instructions, attention to details and to perform with a high level of accuracy, and completeness. Ability to work in a team environment; work effectively with others, provide effective client service and public relations, display strong interpersonal and communication skills, both verbally and in writing, organize, prioritize, research, and plan. Ability to correctly interpret, explain and apply policies and procedures, understand, and follow oral and written instructions, ability to communicate clearly and concisely, both orally and in writing. Ability to establish and maintain cooperative working relationships with those contacted in the course of work; ability to interact with a variety of individuals from socio-economic, ethnic, and cultural backgrounds in sensitive or difficult situations. Ability to tolerate stress and successfully perform with the expectation to meet critical deadlines.

Requires repetitive movement, sitting, writing letters and memos, face-to-face discussions with individuals or teams, use of electronic mail, telephone conversations, contact with others (face-to-face, by telephone, or otherwise). Requires repeating the same physical activities or mental activities over and over; requires being exact or highly accurate, requires meeting strict deadlines. Requires work with external providers, customers or the public, work with others in a group or team, coordinating or leading others in accomplishing work activities. Requires the ability to lift and move boxes up to 40 pounds. Requires travel to multiple sites and locations.

Work Environment:

Requires working indoors in environmentally controlled conditions. Job tasks are performed in close physical proximity to other people. Travel to multiple sites. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands and fingers, handle, or feel; reach with hands and arms; talk or hear; on occasion, climb or balance; stoop, kneel, crouch, or crawl. The vision requirements include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Must possess and maintain a valid Class C Driver's License at the time of appointment and be willing to travel throughout the community.

This job description is intended to describe the general nature and level of work expected of this position. The description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the position.

HFP is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

Employee Acknowledgement

I have received, reviewed, and understand my position responsibilities and the essential functions of the position. I understand that my work schedule, job responsibilities, work environment, knowledge, skills, and abilities may be amended based on business need and management discretion.

I understand that employment is at-will. This means that employment may be terminated for any or no reason, with or without cause or notice, at any time by the employee or the employer. Nothing in this or in any other document or oral statement shall limit the right to terminate employment at will. No supervisor or manager has any authority to enter a contract of employment -- express or implied -- with any employee.

This policy of at-will employment may be revised, deleted, or superseded only by a written employment agreement signed by the Chief Executive Officer, which expressly revises, modifies, deletes, or supersedes the policy of at will employment. Unless employment is covered by such a written employment agreement signed by the Chief Executive Officer, this policy of at will employment is the sole and entire agreement between the employee and the employer as to the duration of employment and the circumstances under which employment may be terminated.

Except for employment at-will, terms, and conditions of employment with the employer may be modified at the sole discretion of the employer with or without cause or notice at any time. No implied contract concerning any employment-related decision or term, or condition of employment can be established by any other statement, conduct, policy, or practice, nor does any arise from the terms or conditions set forth in this document.

Employee Signature: _____

Print Name: _____ Date: _____

Manager Signature: _____

Print Name: _____ Date: _____

Position Title: _____