



PROGRAMS MANAGER

Position Summary:

For Her is preventing sexual exploitation and supporting survivors in San Antonio, Texas. We are committed to providing the highest quality, educational and strength-based services. We work to remove barriers, promote resiliency and advance women forward. The Programs Manager will be responsible for the planning, implementation and evaluation of the agency's client and community facing programming, that provide culturally-grounded and trauma-informed services. Additionally, the Programs Manager will be responsible for supervising program volunteers; managing grant deliverables; liaising with community partners and participation in program and organizational development. The Programs Manager provides the overall direction for management of the outreach, advocacy, network and education programs and must be able to operate with great latitude for independent judgment and initiative.

This position will report directly to the CEO.

Essential Job Functions:

Program and Services Management

- Work with the CEO to establish program direction and adherence to agency's survivor and community centered philosophies, for the benefit of one and benefit of all
- Administer operational aspects of the program including execution of long and short term goals and plans
- Provide culturally-specific, trauma-informed, and evidence-informed interventions and care for teens and adults, and families impacted by trauma who are from diverse and/or historically marginalized communities
- Oversee and provide supervision to the agency's Outreach Program, Advocacy Program, Network Program & Educational/Vocational Program
- Work with CEO to provide strategic planning, implementation management, and ongoing evaluation of existing programs and services
- Work with CEO to create, implement and evaluate pilot programs that are both client and community facing
- Handle all program related incoming inquiries via the website, social media, phone calls, and email within one business day
- Intake and meetings with potential clients to discuss eligible programs
- Engage community through volunteer recruitment

- Provide program related onboarding, training and ongoing weekly individual supervision to volunteers to ensure quality services, further program development, best practices as well as staff compliance with grant requirements
- Incorporate the use of trained direct service volunteers into direct or support work with clients
- Provide guidance to direct service volunteers aligned with the agency's mission and vision
- Collaborate with volunteers to address myriad of client case management needs on a biweekly basis
- Provide CEO with weekly client update report
- Maintain proper client e-files, statistics and intake forms including client surveys, individual action plans and reports; ensure all files are complete and up-to-date
- Identify and seek out corporate partnerships, community partnerships, professional service providers that would benefit the programmatic mission of For Her
- Maintain resources, information referrals and collaborations that benefit the program
- Build and maintain alliances and partnerships between the agency and community stakeholders to promote effective utilization of services and continuity of care concerns
- Lead program related meetings and gatherings with Staff, Clients, Program Volunteers, Community Partners, etc.
- Prepare and provide both client and community facing presentations
- Attend various agency meetings as required including staff and direct service meetings
- Adhere to all agency, state and federal policies and regulations
- Perform other duties as assigned

Evaluation and Reporting

- Balance program priorities with agency-wide priorities
- Work to identify culturally relevant service delivery through prevention, intervention, and aftercare
- Design or modify specific data collection tools for programs such as pre/post tests, surveys, and pilot program assessments
- Work with staff to collect data and evaluate individual programs
- Develop and submit funder and agency reports
- Work with CEO and Staff to implement strategic and organizational planning initiatives
- Participate in the implementation and enforcement of agency policies
- Ensure agency programs are in compliance with local, state and federal guidelines
- Help develop and monitor agency's Programs budgets and grants
- Ensure compliance with agency and funder policies and procedures
- Participate and coordinate agency-wide projects within staff

Knowledge, abilities, and skills

- Energized by new challenges
- Enjoys meeting new people and developing professional relationships
- Excellent written and verbal communication skills

- Highly proficient in social media platforms to be used for program related outreach
- Highly proficient in web based applications such as GSuite, Airtable, Adobe Suite and Asana for project management and internal/external communication
- Excellent problem-solving and decision-making skills
- Ability to organize work, set priorities, meet multiple deadlines and evaluate assigned program areas
- Knowledge of principles, methods, and practices of effective supervision of services through volunteers and program staff
- Knowledge of quality assurance and outcome measurements, data collection methods, and evaluation concepts
- Ability to provide training, orientation, consultation, and guidance within programs specialization of practice
- Ability to maintain productive relationships with staff, volunteers, community and partners
- Enjoys working in the non-profit sector, comfortable in many diverse settings in our community: donor meetings, corporate settings, faith communities, residential treatment communities, partnering agencies, client outreach in the field, etc.

Education, Training, and Experience

- Bachelor's Degree in Education, Psychology, Business, Community Development, Public Health, Social Work, or related fields with preferably 3 to 5 years of applicable experience

Specifications

- This is a salaried position at 24 to 30 hours per week. Typical office hours are Monday through Thursday, 8:00am - 3:00pm with some nights and weekends required. Hours are subject to change.
- Valid U.S. work permit

Please complete an application at iamforher.org/about-us/careers. For more information about us, visit iamforher.org. No phone inquiries, please.