



# PROGRAM MANAGER

## SERRA REAL CONNECTIONS/HEALTHY START FIELD

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**DEPARTMENT:** CE

**REPORTS TO:** Senior Program Director

**CLASSIFICATION:** Exempt

**# OF HOURS:** Full-Time, 40 hrs

**PAYRATE:** D.O.E.

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### POSITION PROFILE:

The Program Manager is directly responsible for general management functions and contract compliance. The Program Manager is experienced in family support services, multi-disciplinary case management, home visiting, program and community development, administration and supervision. This position is under the general oversight of the Vice President of Community Engagement and supervised by the Senior Program Director of the Healthy Start Military Family Resource Center, requiring independent judgment, creativity and flexibility.

### ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Coordinate family support services; provide general management of Serra Real Connections and Field Healthy Start locations
- Recruit, train, supervise, and coordinate the services of family facilitators, parent educators, case managers, youth organizers and volunteers providing direct assistance and services to families
- Maintain accurate records, reports, statistics and supervise the evaluation process of Serra Real Connections and Field Healthy Start programs
- Successfully raise funds through private foundation, public, and individual sources to ensure the long-term financial stability of Healthy Start programs
- Maintain budget, manage fiscal reports, and oversee grant deliverables as required by various contracts
- Participate in various meetings and coalition/cluster functions; facilitate governance council meetings
- Maintain ongoing contact and open communication with military service providers, schools and other community providers

### QUALIFICATIONS (Education, Experience and Certifications):

- MS, MA or MSW in a related education/human services field or BA and commensurate experience in a similar setting
- Relevant non-profit leadership experience that included fundraising responsibilities, particularly in grant writing
- Minimum 2 years' experience working with a PC, MS Access/Excel and SPSS software
- Course work in statistics and evaluation
- Experienced in staff development
- Access to reliable transportation and willing to use it for job-related tasks
- Have a driving record that complies with SAY Driving Policies



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### KNOWLEDGE, SKILLS AND ABILITIES:

- The ability to take initiative, work independently, and manage multiple competing priorities
- Communication skills necessary to establish and maintain effective working relationships with parents, collaborative partners and the public
- Knowledge and understanding of socio-economic and multicultural issues in the community
- Possess excellent supervisory, program management and problem solving skills
- Well organized and detail oriented
- Bilingual Spanish abilities, a plus
- Effective oral and written communication skills

### WORKING CONDITIONS:

**ENVIRONMENT:** Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level.

**PHYSICAL REQUIREMENTS:** While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

**MENTAL:** Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

*The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*