



PROGRAM MANAGER

Job Description

Purpose:

The Program Manager position is responsible for managing daily operations related to the Financial Success Center and the attainment of desired outcomes among adults seeking greater economic empowerment and mobility. This position provides leadership, direction, and clear communication of grant and contract specifications, requirements, and objectives, and delivers outcomes that align with the agency's strategic vision.

Supervision Received and Exercised:

Receives general supervision from the Director of Programs. Exercises functional supervision over program and subcontractor staff and volunteers.

Essential Functions:

- Participate as a team member with subordinate staff including scheduling and directing, assigning and evaluating work, and providing guidance, direction, development, and encouragement
- Conduct personnel actions in accordance with agency policies and procedures
- Monitor program quality, direct activities, and make adjustments as necessary to ensure attainment of desired outcomes
- Oversee subcontracts and partner agreements, ensuring that these individuals and resources are fully integrated into the program
- Take initiative and problem solve to address unforeseen challenges and opportunities
- Coordinate efficiencies in customer flow, access to all services, non-duplication of processes, sharing of information and attainment of performance measures
- Develop and apply innovative and proven practices to enhance the customer experience
- Develop a thorough knowledge and understanding of local workforce development systems, resources and contacts and ensure access for program participants and improve participant outcomes
- Work internally and externally to prioritize services for COVID-19-affected households and other populations from backgrounds of disadvantage
- Establish good working relationships and serve as liaison with other community agencies, training providers and businesses to ensure effectiveness of the service delivery system
- Engage local economic development representatives and employers in hiring events and activities to expand employment and career advancement opportunities for participants; develop and align with local industry-driven workforce initiatives
- Conducts outreach and presentations to promote awareness of TCAA
- Maintain and submit timely and accurate program records and written reports
- Resolve participant issues
- Assure compliance with agency policies and fund-source requirements, and maintain appropriate documentation



- Carefully track and manage program expenses to align with approved budgets
- Perform other duties and responsibilities as required

Minimum Qualifications:

The ideal candidate is solution-oriented, proven program manager well-versed on a wide range of resource development philosophies, strategies, and best practices for a variety of disadvantaged populations. The successful candidate will also have the ability to function effectively in a team environment, contribute ideas and solicit them from teammates, and give and receive constructive feedback.

Knowledge/Experience:

- Bachelor's degree in social work, education, or related field.
- A minimum of 2 years' experience in human services or post-secondary education administrative and supervisory work
- Requires knowledge of the field of assignments sufficient to perform the full scope of responsibility
- Requires a working knowledge of the target populations and local and national workforce development practices
- Previous case management or career guidance experience required.
- Strong organizational and time-management skills, displays agility while working on several tasks with competing deadlines, and remains flexible and responsive
- Excellent written and oral communication skills including writing procedures and reports, delivering presentations, etc.
- Ability to problem solve and work effectively and harmoniously with other staff, volunteers, vendors/subcontractors, program participants, and the general public
- Proficient in Microsoft Office programs and online data management systems. Ability to perform data analysis for informed decision making.
- Bilingual English/Spanish preferred

License/Certifications:

- Possess Arizona driver's license, safe driving record, and a vehicle to use in performance of job (
- Ability to obtain DPS Level One Fingerprint Clearance Card

Status:

Full time/ Exempt, 40 hours/week

Benefits:

TCAA is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, as well as medical, dental and vision insurance, life insurance, disability benefits, Health Savings Account, Employee Assistance Program, telemedicine, and retirement. Additionally, TCAA pays 100% of the employee premium for medical insurance.

