

Job Description

Program Manager/Program Success Coach

Position: Program Manager

Status: Exempt. Full-time

Salary: Based on experience

Reports to: Chief Executive Officer

MISSION:

Rainbow Village is a faith-based nonprofit that transforms the lives of homeless families with children by providing a stable community and services that instill initiative, self-development and accountability for future generations.

JOB RESPONSIBILITIES:

- **Supervision/Coaching:**
 - Provide effective and inspiring leadership as well as stewardship through active involvement in all programs and services. Strive for continuous quality improvement throughout all program and service areas, with particular focus on systems /processes.
 - Promote regular and ongoing opportunities for all staff to give feedback on program operations and provide them with coaching and guidance as appropriate.
 - Coach and supervise the program team which currently includes 2 case managers, an after-school program director, and a day care director.
 - Ensure the development, implementation and revision of individual case plans developed by case managers and consistently monitors progress toward client goals

- **Program management:**
 - Responsible for developing and enhancing existing programs and implementing new programs and services including the resident aftercare program, the new Circles of Gwinnett mentoring program, intern supervision and weekly residential life-skills and workforce development training.
 - Partner with the CEO to represent Rainbow Village with external constituency groups, including community, government, and private organizations. Also, serve as Subject Matter Expert for providing information and interaction with external organizations and processes related to performance metrics for grant reporting.

- Provide crisis management for clients; makes linkages for interventions as appropriate. May have a small, specialized case load, when necessary.

- **Communication and training:**

- Develop relevant outcome measurements for reporting
- Participate in public speaking engagements, enhance community awareness, develop networks of referral agencies, and respond to changes in the service delivery system in order to maintain comprehensiveness of services.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in social work, counseling, clinical psychology, or related area of study. Other areas of study will be considered.
- Experience in planning, leading, and managing teams, including coordinating with peers to achieve desired outcomes, and tracking and reporting on progress to senior managers/board of directors
- Ability to convey complex ideas through brief, simple materials.
- Experience and credibility when presenting materials to external audiences
- Effective at working with others to reach common goals and objectives
- Ability to get along with people and establish cooperative working relationships with staff at all levels both within and outside the organization
- Understanding of the issues faced by homeless individuals and other marginalized populations in crisis
- Availability to work occasional evenings and weekends.
- Ability to function with minimal supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively
- Current and knowledgeable about external community resources, referrals and service linkages
- Experience using Client Track HMIS preferred
- Flexibility and a good sense of humor will be helpful

PREFERRED QUALIFICATIONS:

- Master's Degree in social work, counseling, clinical psychology, or related area of study (licensed eligible is preferred)
- 2+ years in a supervisory position
- Varied professional background including work with nonprofits and for-profit companies or government

To apply for this position: Send cover letter and/or resume to careers@rainbowvillage.org with Program Manager in the subject line.

