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| POSITION: | Program Manager | REPORTS TO: | Director of Education (Dotted line to Director of Energy Efficiency) |
| CLASSIFICATION: | FT – Exempt | PROGRAM: | Florida Nonprofit Housing |

Position Summary:

We are seeking an experienced and dedicated Program Manager to oversee the day-to-day operations of the Grant funding Emergency Rental Assistance (ERA) and Weatherization contract. This position will be responsible for managing program activities, ensuring effective service delivery, and coordinating all aspects of the program to support. The Program Manager will also supervise outreach and program specialists to ensure a seamless and efficient implementation of both programs.

Key Responsibilities:

1. Program Oversight & Management:

- Lead, manage, and evaluate Programs, ensuring compliance with federal, state, and local guidelines and regulations.
- Develop and maintain program procedures and reporting protocols.
- Monitor program progress, identify potential issues, and recommend improvements to optimize service delivery.
- Coordinate with relevant stakeholders, including local government agencies, non-profits, service providers, and community organizations, to ensure the effective delivery of services.

2. Supervision & Staff Management:

- Supervise and provide leadership to a team of outreach and program specialists, providing guidance, coaching, and performance evaluations.
- Oversee team training, ensuring staff is well-versed in program policies and best practices for service delivery.

- Foster a positive team culture, promoting collaboration, problem-solving, and continuous improvement.

3. Outreach & Community Engagement:

- Develop and implement outreach strategies to promote awareness of services.
- Work closely with the outreach team to identify eligible applicants and ensure that outreach efforts are aligned with program goals and priorities.
- Engage with local partners, community organizations, and stakeholders to facilitate access to services and resources.

4. Client Intake & Case Management:

- Oversee the client intake process, ensuring that eligible households are screened, assessed, and enrolled in the appropriate program.
- Ensure that case management protocols are followed, and clients receive timely and accurate assistance.
- Maintain confidentiality and integrity of client data and documentation in accordance with program requirements.

5. Data Management & Reporting:

- Track and report on program performance metrics, including client outcomes, service delivery times, and financial expenditures.
- Prepare regular reports for funders, leadership, and other stakeholders as required.
- Ensure accurate data entry, case documentation, and reporting compliance.

6. Budget Management:

- Work with the Director to develop and manage program budgets, ensuring resources are allocated effectively.
- Monitor program expenditures and ensure compliance with financial guidelines and regulations.

7. Continuous Improvement & Training:

- Lead efforts to continuously assess and improve program operations.
- Stay informed about emerging trends, funding opportunities, and policy changes related to rental assistance and weatherization.

- Coordinate staff training and professional development opportunities to enhance team capabilities and service delivery.
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Qualifications:

- **Education:** Bachelor's degree in Social Work, Public Administration, Nonprofit Management, or related field.
- **Experience:**
 - Minimum of 5 years of experience managing social or community services.
 - At least 2 years of experience in a supervisory role, with a demonstrated ability to lead and develop staff.
 - Strong knowledge of emergency rental assistance programs, weatherization initiatives, and relevant housing policies.
- **Skills:**
 - Excellent organizational and project management skills with the ability to manage multiple priorities.
 - Strong communication skills, both written and verbal, with the ability to engage and motivate diverse stakeholders.
 - Proficient in data management and reporting tools, with a high level of attention to detail.
 - Ability to work collaboratively and build relationships with community partners, government agencies, and funders.

Physical Requirements

Normal physical job functions performed within a standard office environment:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Travel within the community may be required

Salary: \$60,000 annually