



## **MANO A MANO FAMILY RESOURCE CENTER**

**Job Title:** Program Manager

**Reports to:** Executive Director

**Employment Status:** Full-Time, salaried

**FLSA Status:** Exempt

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrants and their families living in Lake County, Illinois to become full participants in American life. Our vision is an integrated Lake County where everyone has access to opportunity and paths to success. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our work is sustained by our respect for human dignity and our belief in the equality of all people. Located in Round Lake Park and with community-sites throughout the County, Mano a Mano serves approximately 4,500 immigrants annually from across Lake County and surrounding areas.

### **SUMMARY:**

Reporting to the Executive Director (ED), the Program Manager is responsible for leading and managing the Engaged Citizens and Productive Parents programs and related initiatives. These programs include a focus on responding to the comprehensive legal and education of immigrant families living in Lake County and are composed of evidence-based practices that reflect the cultural and linguistic heritage of the communities that we serve. The Program Manager has both an internal and external leadership role. He/she will act as the lead voice within the organization and in the community on issues related to immigration, workforce development and adult education and will act as an advocate and a strategic driver of change in the lives of individuals and the community. He/she will also play an influential role in developing the organizational strategy and vision as a part of the leadership team.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (Other duties may be assigned)

### **Program Design, Management, and Evaluation:**

- Oversee the implementation of the Engaged Citizen and Productive Parents Programs to ensure that programmatic goals are achieved;
- Monitor and evaluate programmatic strategies, success indicators, and strategic goals and identify/implement tactical adjustments as needed to achieve goals;
- Oversees and submits clear and concise reports and submits reports in a timely manner to grantors, ED, and the board;
- Report regularly to ED and peers within the leadership team on programs' progress, challenges, and opportunities;
- Ensure the integration and interaction across the programs, ensuring that agency clients receive comprehensive and multi-dimensional supportive services that respond to individual and community needs.



### **Leadership Development and Team Management:**

- Manage and supervise program coordinators and volunteers that oversee programmatic initiatives;
- Build leadership and programmatic capacity of direct staff reports both through coaching and the strategic identification of external professional development opportunities;
- Ensures awareness of and compliance with organization policies and procedures and works closely with agency's human resources official to manage any disciplinary or performance challenges with program employees;
- Monitor, engage, and build capacity in trends, data, and best practices within the fields;
- Engage proactively and constructively with leadership team to advance and grow the strategic vision of the organization;
- Motivate and inspire a passion for health and early childhood development among program staff, volunteers, and others within the agency and community;
- Build programmatic and team unity around collective goals and culture of accountability and dedication to our community.

### **Community Engagement:**

- Build relationships with existing and new partners advancing the objectives of the programs and organization and the interests of our community;
- Represent the organization in high-level conversations about immigration, workforce development, and adult education ensuring the community has a voice at decision-making tables;
- Oversee and ensure comprehensive community outreach to build program and services awareness across the county;
- Engage and monitor public policy conversations about immigration, workforce development, and adult, acting as the main source of community-based information on these conversations within the organization;
- Develop and deliver community education presentations about organization's programs and needs in the community;
- Advocate for interests of the organization and community in public conversations.

### **KNOWLEDGE AND SKILLS:**

- Strong verbal and written communication skills;
- High attention to details;
- Ability to meet deadlines and prioritize among many competing important projects;
- Strong Computer skills (Microsoft Office Word, Access, PowerPoint, Internet search and Excel) and strong data entry skills;
- Creative and strategic problem-solving skills
- Strong project management and oversight skills to manage a multi-faceted team and program; and
- Aptitude for working in a culturally diverse environment and possess the ability to interact with multiple constituencies in a respectful and meaningful manner.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, must be completely fluent in English and Spanish (spoke and written), must



demonstrate excellent people and communications skills, sensibility to people's needs, good understanding of the challenges facing immigrant families; must be a team player, self-starter, and a willingness to lead in challenging situations.

This is a professional position and requires a minimum of Bachelor's Degree in Social Work, Human Services or related field, 4 years of professional relevant job experience. Demonstrated project or program management experience is required. Background experience in immigration and or legal field preferred.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to operate normal office equipment and use a computer for extended periods of time.

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability. Mano a Mano, Family Resource Center has an affirmative policy to maintain the work place free of sexual harassment and intimidation.

To apply, please send a cover letter, resume, and three professional references to Lourdes Shanjani at [lshanjani@mamfrc.org](mailto:lshanjani@mamfrc.org).