

POSITION DESCRIPTION

Program Manager, Financial Opportunity Center Neighborhood Resource Center of Greater Fulton

About Financial Opportunity Centers

Financial Opportunity Centers provide integrated services that focus on improving the financial situation for low-to-moderate income families by helping people boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building. The centers provide individuals and families with services across three critical and interconnected areas:

1. Employment placement, job retention and skill improvement;
2. Financial coaching and counseling; and
3. Access to income supports/public benefits.

Financial Opportunity Centers employ the following approaches in the implementation of the model and in service delivery:

Implementation

- Three core services offered in a single location
- Intentional bundling of services through program design
- Multidisciplinary case staffing
- Utilization of outcome data and systems to enhance program design and client outcomes
- Collaborative work, peer learning and knowledge sharing

Service Delivery

- Coaching
- Long-term engagement with clients
- Co-designed individual development plans with short-and-long-term goals

Capacities

- **Leadership** - an ability to monitor, assess, respond to, and create internal and external changes related to staff, program, partners, organization and community.
- **Adaptive** - an ability to create and sustain a vision, to inspire, to model, to prioritize, strong decision making, clear judgment, to provide clear and effective decisions, and to innovate – all in an effort to achieve the objectives of the Financial Opportunity Center and organization.
- **Management** - ability to identify and utilize resources effectively and efficiently.
- **Technical Capacity** – the resources, skills, experience, knowledge, and aptitude to implement and grow the program toward sustainability.

Program Director - Key Duties

Program Management & Sustainability

- Responsible for the overall management and growth of the Financial Opportunity Center towards sustainability and meeting neighborhood/client needs.
- Responsible for ensuring the approaches and best practices of the Financial Opportunity Center model are honored in program design, evaluation, and implementation.
- Work in collaboration with development department to develop, revise and update program budgets and performance systems.

- Develop Memorandums of Understanding and independent contracts with partners and vendors.
- Develop and maintain program flow-charts, manuals, systems, and policies and procedures.
- Work in collaboration with management to seek grant opportunities and develop funding proposals.
- Work in collaboration with independent contractors to evaluate overall department operations, products including job readiness and career development curricula.
- Innovation to meet the dynamic and changing needs of target population and staff.

Staff Management

- Responsible for the hiring, training, evaluating and overall supervision of staff.
- Support staff in developing their Professional Development Plans, encourage and nourish their innovation and ownership of program outcomes.
- Develop job descriptions and effective recruitment and hiring.

Partnerships

- Work collaboratively with LISC Program staff to ensure effective utilization of resources, implementation of program model, and plan growth of Financial Opportunity Center.
- Develop and maintain working relationships with program funders, partners, employers, institutions, and other not-for-profit organizations to meet client/neighborhood needs and ensure program success.

Outcomes

- Responsible for supervising the effective utilization of the Financial Opportunity Center's outcomes tracking system (Salesforce).
- Responsible for reporting to program funders and other key stakeholders.
- Effectively utilize data and outcomes to drive program decisions and design.

Strengths and Abilities

- Multi-Site Project Management
- Outreach and marketing/communications
- Finance, Budgeting & Cost Management
- Systems and Technology Utilization, planning and training
- Team Building and development
- Program Development and management
- Strategic partnership development and support
- Management, coordination, and supervisory skills
- Interpersonal, translation, and interpretations skills
- Communication skills- English and Spanish
- Results Driven
- Grant Writing Skills
- Familiarity with Government funds and funding requirements
- Familiarity with community needs and resources

Qualifications

- Previous experience working with workforce development, employment, grant writing and community engagement, and financial coaching.
- Candidate must possess strong communication skills; excellent computer skills, and attention to detail, model patience, respect and consistency.
- Must pass background checks.
- Minimum Bachelor's degree in human services or related field desired.

- Hours: The Program Director is a full time, grant-funded position. 10am to 2pm are operating hours for transactional services, computer and wi-fi use and open to public. Workshops and one-on-one coaching appointments are scheduled as needed.

Send Application Letter and Resume to: cheryl@nrccafe.org