



## **JOB DESCRIPTION - Program Manager**

**Title: Program Manager – Full Time Position**

**Reports to: Executive Director**

### **Qualifications:**

1. Master's degree in social work or related field preferred.
2. Minimum of five years' experience in social work and highly trauma informed.
3. Experience or training in program management and administration. Preference given to applicants with experience or training in working with women and children.
4. Supervisory experience and strong interpersonal skills.
5. Experience and proven record of growing an organization's programming.
6. Knowledge, skills and practical experience implementing a strengths-based approach to case management – especially in working with families who are homeless.
7. Ability to research, creatively find new community resources and build community relationships.
8. An understanding of and a commitment to the mission of Bridge of Hope BuxMont:

*To engage our community in ending and preventing homelessness for single mothers and children in Bucks & Montgomery counties through neighboring relationships that demonstrate Christ's love. Bridge of Hope BuxMont strives to support women and children facing homelessness in achieving these primary program outcomes:*

- *Safe and sustainable housing*
  - *Strong and resilient families*
  - *Supportive neighboring relationships*
9. Active member of a Christian faith community that confesses Jesus Christ as Lord and Savior, with a strong personal faith experience.
  10. Skilled in Microsoft Office.
  11. Position requires a valid driver's license and availability of a vehicle.

### **Position Summary:**

Responsible for managing, supporting, and evaluating Bridge of Hope program and service delivery, focusing primarily on family intake, training groups of volunteers, program development, support of program activities, and connections to community resources.

### **Position Hours:**

Full-Time (40 hours per week), flexible schedule and must be available some evenings and weekends.

**Position Base:**

Main office is located in Souderton, PA. The program service area extends to Bucks (Upper and Central) and the entire county of Montgomery, PA.

**Responsibilities:****1. Support and manage Bridge of Hope BuxMont program – 35%**

- Provide support to Case Managers and Bridge of Hope families.
- Conduct check-ins with each Bridge of Hope family and their Case Manager 2-4x per year.
- Serve as back-up Case Manager when they are unable to meet case management needs or in short-term cases of vacation or illness, etc.
- Create rental assistance plans for each family served.
- Ensure that Bridge of Hope maintains a current service level of 20+ families at a time and help to position the organization for further growth.
- Provide case management for Bridge of Hope families as needed using family-centered, strengths-based, trauma-informed approaches all with a spirit of cultural humility.
- Receive agency, church, and self-referrals and conduct “initial inquiries” via phone and maintain records of these inquiries.
- Manage potential participant interview process, engage Case Managers for input, and make recommendations to the Executive Director on potential participants.
- Provide all onboarding necessary for new Case Managers. Participate in interviewing, recommendations and annual reviews of all Case Managers along with Executive Director.
- Build referral sources of other agencies to refer potential families to Bridge of Hope.
- Coordination of quarterly Hope Gatherings for participants, neighboring volunteer groups and alumni.

**2. Program Development – 25%**

- Continually develop, evaluate and update the program as appropriate in today’s changing social service environment, within the scope of the mission of Bridge of Hope.
- Implement and recommend new programs and activities that Bridge of Hope should be engaged in.
- Identify and implement utilization of tools to strengthen case management.
- Engage, inform and create methods for alumni to remain connected.
- Participate in program related calls with Bridge of Hope National.

**3. Resource Management – 25%**

- Identify community resources to assist families and Case Managers plus oversee connection of said resources with families.
- Build landlord partnerships to enhance access to housing for families – whether through regular landlord partnerships, Master Lease partnerships, other agency partnerships, etc.
- Manage relationships with landlords where families are housed. Assist with any issues that arise.
- Participate in regular community service coordination meetings (Examples - Bux-Mont Collaborative, HUBBUB, etc.) as appropriate, such as housing coalitions/continuums of care.

**4. Data Management – 10%**

- Set data collection standards
- Ensure that data is collected on current and alumni families.
- Ensure that data is accurate for all systems (eTapestry, Outcomes Tracker, Excel spreadsheets, etc.)

- Utilize data to make programmatic recommendations to the Executive Director.
- Assist with grant writing opportunities by providing data as needed to the Executive Director.

5. **Other Responsibilities – 5%**

- Presence and support of all location fundraisers.
- Other tasks as deemed necessary by the Executive Director.

**Compensation:**

This is a full-time position (40 hours per week). The salary will be commensurate with education and experience.

**Benefits include:**

- Generous PTO and Holiday pay
- Flexible work schedule
- Mileage reimbursement for all work-related travel. (Mileage is reimbursed at the IRS annual mileage rate.)
- Potential stipend or reimbursement for licensure supervision (LCSW, LPC, LMFT, CAC)

**Application Process:** Please submit a cover letter and resume to Jennifer Yothers, Executive Director at [ED@buxmont.bridgeofhopeinc.org](mailto:ED@buxmont.bridgeofhopeinc.org). Applications will be accepted until the position is filled.