



Job Description

Job Title	Program Services Manager		
Reports to:	Director of Programs	Department:	Operations
Employee Type:	Regular, Full-Time	Classification:	Exempt
Supervisory Responsibilities:	Yes	Number of Employees:	Varies, approx. 1-5

Position Summary:	<p>The Program Services Manager is responsible for assuring the customer service requirements, follow up, documentation, and reporting requirements for a portfolio of small grants and pilot projects are met. Assures the quality of services. Communicates with agency staff, funders, community partners, and customers. Coordinates services with Utility Assistance Center staff. Leads outreach and recruitment activities related to grants and projects in the portfolio. Supervises program services personnel.</p>
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Essential Functions

- Manages a portfolio of small grants and pilot projects, coordinating the efforts of required internal and external teams to meet all requirements and achieve expected outcomes.
- Assists with the preparation of grant applications, provides validation that THAW has or will have the capacity to meet all customer service requirements.
- Develops an implementation plan and timeline for each new program/project added to the portfolio.
- Develops or updates service delivery standards and customer service protocols as needed for each program/project excluding processing utility assistance payments.
- Develops documentation formats and guidelines. Ensures compliance with all federal, state, local and grant regulations/provisions.
- Orients THAW staff to the requirements of new programs and pilot projects.
- Supervises select program staff. Carries out supervisory responsibilities in accordance with the THAW's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing employee complaints and resolving problems.
- Conducts recruitment efforts for programs/projects in the portfolio.
- Engages community and agency partners to meet program/project goals as needed.
- Leads basic needs service delivery, including but not limited to emergency assistance, case management, and community resource navigation support. Provides guidance for crisis intervention.
- Monitors program implementation. Assures all customers receive required services and that those services are appropriately documented.
- Assures the quality of customer services.
- Assures the quality of documentation and program data.
- Assures all required data is collected in a timely and accurate manner.



- Provides day to day supervision for staff providing customer services.
- Resolves problems within the limits of grant/program and consistent with THAW policies.
- Provides detailed monthly updates on the progress toward meeting program/project goals.
- Identifies barriers to meeting program/project goals, develops, and implements efforts to overcome barriers. Employs a continuous improvement approach in the management of assigned programs.
- Develops and maintain relationships with key community leaders and stakeholders.
- Develops and maintains customer services; and establish effective referral processes.
- Collaborates with agency staff to evaluate program outcomes and design strategies to reach departmental goals.
- Prepares reports for internal agency use and external funding sources in a timely and accurate manner.
- Develops and proposes pilot projects that address service gaps and unmet needs.
- Other duties as assigned.

Skills and Abilities

- Excellent verbal and written communication skills.
- Ability to engage with other service providers to coordinate and enhance services available to vulnerable populations.
- Ability to collect and evaluate data regarding service needs and gaps and utilize the information to propose solutions that address those gaps.
- Ability to supervise staff and coordinate program activities.
- Ability to respectfully engage with diverse staff, customers, partners, and community members.
- Ability to resolve customer complaints with compassion, empathy, respect, and clarity.
- Ability to work independently and as part of a team.
- Ability to perform work in a manner that upholds THAW's mission, vision and values.

Experience

- 3-5 years of experience in human services.
- 1-2 years of program management or implementation experience.
- 1-2 years of supervisory experience.
- One year working with low income and other vulnerable populations.

Education

Bachelor's degree in Human Services, Public Administration, Social Work, or related field OR a combination of education and experience that is similarly equivalent.

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