Job Title: Senior Manager of Programs  
Department: Programs  
Reports To: President and CEO  
FLSA Status: Exempt 

SUMMARY
The Senior Manager of Programs is responsible for implementation, oversight and assessment of direct service programs for all individuals served by the organization, as well as collection, analysis and reporting of evaluation data to inform program and process improvement. The Senior Manager of Programs will assist with strategic planning, budget preparation, policy development and oversight. This position reports to the President and CEO.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

• Work with the Program team, including the President/CEO and other program staff, to design, implement and assess the impact of programs and activities supportive of the organization’s mission and the personal goals of the people Hope serves.
• Recruit, train, and supervise program staff offering direct services to residents. Hire staff with the essential skills required for the job. Help staff to maintain laser focus on the mission and strategic goals of the organization. Provide coaching/training as needed so program staff are equipped to complete their jobs effectively and with confidence.
• Work with the President/CEO, program staff, and external experts to design, and ensure compliance of, a comprehensive evaluation process to measure success of program activities and processes.
• Finetune design of the database; teach staff to use the database and find ways to streamline processes to ensure regular input. Help to inculcate a system of evaluation and outcome measurement that will highlight impact and fuel program improvement.
• Work with program staff and the Manager of Development to gather and analyze statistics, client stories, accomplishments, challenges and other data to include in grant proposals. Compile and use outcome and output data in grant reports.
• Assist with building and monitoring program budgets.
• Demonstrate the core values of the organization in all planning and implementation functions, building a culture ensuring integration of those values throughout the organization.

OTHER DUTIES AND RESPONSIBILITIES include the following:

• Participate in all staff meetings as required. Build a culture and perpetuate strong communication and camaraderie between employees from programs, properties and administration.
• Ensure adherence to the mission and core values of the organization with all employees.
• Represent Hope Communities within the larger opportunity.
• Support Hope Communities’ fund raising and outreach programs. Includes attendance and assistance in the preparations and execution as needed.

SUPERVISORY RESPONSIBILITIES
This position is responsible for supervising the Program Managers, Navigators and in some cases, Program Specialists. Works cooperatively and collaboratively with the Executive Management Team, the Manager of Development, the Volunteer Coordinator and community managers.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Possess strong strategic skills able to build, monitor and adapt plans/processes to ensure targeted outcomes for the organization.
- Excellent interpersonal and conflict resolution skills.
- Understanding of program and process evaluation techniques.
- Excellent verbal and written communication skills.
- Demonstrated positive and solution-focused attitude and outcomes.
- Comfortable in an environment of growth and innovation.
- Exhibits cultural awareness and respect for all children, youth and their families.
- Experience using office equipment, Microsoft Office programs and evaluation software preferred.
- Possesses a valid Colorado driver’s license; has a reliable and consistently available vehicle; and is able to regularly travel throughout the properties by way of interstate highways and primary and secondary roads in the Denver metro area.

**EDUCATION and/or EXPERIENCE**

Bachelor’s degree (B.A) from four-year college or university in Human Services, Social Work or other related field; and a minimum of seven years related experience and/or training; or equivalent combination of education and experience required. Must have a minimum of five years of experience working with a nonprofit, preferably a human services organization, and at least two years of supervisory experience.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is moderate.

**OTHER**

- Equipment used, including but not limited to: All office equipment, computer, fax machine, printer, scanner and telephone system.
- Access: Stairs and elevator
- Travel: Occasional travel within the Denver metro area.