

<b>Job title</b>	<i>Program Manager, full-time</i>
<b>Reports to</b>	<i>Director of Client Services</i>

### **Job purpose**

The North Kent Connect program manager will facilitate the achievement of client wellness and autonomy through education, program development, service facilitation, assessment and advocacy. Based on the needs of the client population, the program manager coordinates and/or facilitates classes and volunteer opportunities for client growth and empowerment. The program manager will also work with the case manager to link clients with appropriate providers and resources throughout the community.

### **Duties and responsibilities**

- Coordinate, organize, and/or facilitate programming aimed at promoting economic independence and empowerment of North Kent Connect clients.
- Work closely with northern Kent County organizations and identify opportunities for clients to volunteer in the community.
- Develop and disseminate communication materials that allow clients and public to be aware of North Kent Connect programming.
- Supervise the enhancement of North Kent Connect programming to respond more accurately to client's needs (coordinate childcare, schedule evening events, etc.).
- Facilitate existing seasonal programming (Thanksgiving, Christmas, tax preparation service, etc.) and develop additional seasonal programming corresponding to unmet needs of North Kent Connect clients.
- Develop a program evaluation framework to assess the strengths of programs and to identify areas for improvement.
- Together with the case manager, conduct needs assessment of clients to determine needs and eligibility.
- Make referrals to North Kent Connect programs and/or other community resources.
- Together with the case manager, conduct intake appointments and annual updates with clients to ensure their records are accurate.
- Together with other client services staff, maintain accurate database of clients.
- Maintain regular contact with community service providers and utilize those contacts to provide and promote North Kent Connect programming.
- Assist the director of client services with the Thrive and Farm to Pantry programs.
- Answer calls for services and programs; direct callers to appropriate destination and assist clients as needed.
- Distribute monthly newsletters, schedules, client packets and other communications.
- Attend meetings and trainings as required.
- Other duties as assigned by NKC director of client services.

### **Requirements**

- Bachelor's in social work highly preferred
- Bilingual candidate preferred
- Minimum of one year of program development, case management or comparable experience
- Ability to form and establish positive partnerships in the community
- Self-starter and possess a high degree of initiative
- Must work well in a team environment
- Have a good understanding of issues related to individuals and families that face socioeconomic challenges
- Must have an ongoing commitment to cultural competency
- Must adhere to the NASW Code of Ethics
- Demonstrate strong organizational skills
- Must be creative and forward-thinking