

# Program Manager (Multi-Site Supervisor)

Union Settlement

New York City, NY

Program Director

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## Job Description

The Program Manager will assist in leadership, management, and motivation to the Youth Services department. The Program Manager will oversee three to four Program Directors and manage the Middle School or Elementary School/Center-based and DYCD funded programs. The Program Manager will oversee all programs' day-to-day operations, including hiring, training, evaluating, and supervising staff, program development, managing relations with schools and program partners, managing the program's budget, and meeting all contractual obligations. The Program Manager will also be responsible for marketing the programs to target communities and schools, representing the program at off-site meetings and conferences, and establishing relationships as necessary. The Program Manager will ensure all program guidelines are being followed and contractual obligations are met.

## Responsibilities

### Responsibilities:

- Supervise program staff, including the hiring and management of staff and completing annual performance evaluations.
- Ensure that DYCD Connect is updated and all contractual obligations and requirements; participant attendance; work scopes; program activity schedules; and staffing.
- Ensure a strong relationship between the school day curriculum and the SONYC/COMPASS programs.
- Build and maintain strong professional relations with School Principal and key school faculty members to ensure the programs meet programming milestones.
- Plan and implement regular site visits to school and center locations.

- Plan and execute regular monthly SONYC/COMPASS Program Director meetings.
- Ensure DYCD & COMPASS milestones are being met in collaboration with each of the Program Director's and DYCD Program Managers.
- Managing the COMPASS Theme Teams projects quarterly, including completion of program reports.
- Ensure that each location is developing and implementing STEM activities to meet DYCD requirements.
- Manage other privately funded contracts related to SONYC & COMPASS programs.
- Provide training, ongoing support, and supervision of all SONYC & COMPASS programming.
- Collaborate with Youth Services Platform Team, as needed, for support and guidance for program development.
- Participate in Youth Services programmatic committees.
- Develop new initiatives to meet the ongoing needs of the Youth Services Department.
- Conduct weekly site visits to support off-site programs.
- Attend committee meetings, programmatic meetings, departmental meetings, agency-wide leadership staff meetings, and grant-related meetings.
- Provide day-to-day supervision of program staff and report to the Deputy Director.
- Work under the supervision of the Deputy Director.
- Fill in for Program Directors as needed in the event of absence or transition.
- Support Human Resources for program staff, including onboarding and orientation, employee paperwork, benefits administration, timesheets, pay-time off, medical leave.
- Collect and review evidence with a staff of their accomplishments meeting goals.
- Support staff in coordinating culminating events.
- Foster a proactive learning community among staff members and key program stakeholders to encourage best practices, interdepartmental collaboration, and continuous program improvement.
- Foster internal and external strategic professional development opportunities for staff (including but not limited to study groups, peer working groups, retreats, training, conferences, etc.)
- Additional duties as assigned by the Deputy Director and/or Director of Youth Services.

## Qualifications

### Qualifications:

- Bachelor's Degree in School Counseling, Education or related field and demonstrated experience working with a wide range of participants, to motivate urban youth, ages 13 to 24 preferred.
- Three years of successful supervision of staff.
- Successful completion of background and criminal record check, fingerprinting check, and reference check required.
- Strong organizational, verbal, written, and budgeting skills.
- Demonstrated computer skills.
- Skilled in navigating the multilayers of leadership in DYCD, DOE, and DOH.
- Demonstrated ability to perform multiple tasks effectively in a fast-paced, challenging, and constantly changing environment.
- Demonstrated understanding of the challenges facing youth in an urban setting.
- An innovative and patient professional dedicated to serving youth in an urban setting.
- Bilingual (English/Spanish) a plus.

## Application Instructions

### To Apply:

Please include a cover letter, resume, writing sample, salary requirements, and contact information for at least three professional references.

<https://workforcenow.adp.com/>