



## Programs Manager Job Description

---

### WHAT WE OFFER

- Energetic team driven by a mission to advance good
- Award-winning, entrepreneurial nonprofit with a collaborative culture
- Generous PTO policy
- Convenient location and peaceful, supportive office environment.
- Professional development opportunities.
- Ability to make a real, lasting difference in children's and families' lives

### PRIMARY OBJECTIVE

Festa connects neighbors to build relationships that end poverty—in this generation. We partner with children and families facing poverty – many are New Americans, and many reside in suburbs. The **Programs Manager** is primarily responsible for promoting our mission and values by designing, running, and improving all the programs we offer to serve our neighbors. This position works closely as a team with other programs managers, a programs administrative assistant, and volunteers. The Programs Manager is responsible for hiring, training, and managing Festa seasonal staff. It is important for this person to build positive, empowering relationships with partner organizations, churches, staff, volunteers, children and families we serve, and community leaders. This is a full-time, salaried position.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work with other programs managers to oversee Festa's main programs:
  - 3-Generation Family ESL program
  - Business ESL program
  - Summer Lunch Camp + Adult ESL program
- Independently source, hire, train, and manage seasonal children's program staff and adult ESL teachers.
- Assist with training and onboarding of new central staff members.
- Periodically review and update staff and volunteer training materials.
- Assist with recruiting, training, and mobilizing volunteers.
- Regularly communicate and build relationships with volunteers, including volunteer adult ESL teachers.
- Review and make recommendations each year to maximize the program strategy and serve as many children and families as possible.
- Ensure safe, high-quality and consistent programming.
- Oversee Teen Intern program.
- Manage program operations including advertising materials, program registration and events, data tracking, quality programming, and meal distribution.
- Develop and manage relationships with partner churches and organizations in the community.
- Perform on-site program supervisory role (2 evenings per week during the school year, weekdays during the week in the summer).

- Promote Festa’s mission during every personal interaction and maximize opportunities to fundraise, secure volunteers, develop partnerships and meet the needs of the families we serve.
- Represent Festa in conjunction with it being a faith-based organization. Lead prayer with seasonal staff at programs and pray with children and families when asked.
- Act as a liaison representing Festa throughout the community for facilitation of its programs.
- Assist with and attend fundraising events.
- Capture stories from programs (personally writing them, asking staff/volunteers to write them).
- Manage administration of program surveys to adult students, children, and volunteers.
- Assist with the development of reports needed at the completion of each program.
- Ensure integrity of data regarding children, parents, and volunteers.
- Other duties as assigned

## **DECISION-MAKING**

The position requires the ability to make swift safety and liability decisions regarding children and the reputation of the company. The ability to think of costs and assets in such a way as to run the highest level of programming with the best possible stewardship of our assets is required. The position requires the ability to assess and evaluate data and policies needed to effectively operate our programs. This includes strict and accurate adherence to the rules and regulations of government-related program requirements. The incumbent must have the ability to maintain confidentiality in all endeavors.

## **QUALIFICATIONS AND EXPERIENCE**

- B.S. / B.A. or equivalent work experience
  - Background in education, child development, and/or social work a plus
- 2-3 years’ program/project management
- Excellent skills in written and verbal communication
- Passion to work with children and families facing poverty is a must.
- Experience working in a team environment
- Highly effective customer service skills
- Ability to manage a high number of details and tasks with deadlines and follow through independently
- Experience interviewing, hiring and supervising staff
- Experience writing procedures and ability to follow precise procedures
- Technology skills: Microsoft Office, Outlook, Google Drive, social media platforms
  - Database management experience a plus
- Multi-language skills a plus

## **APPLICATION PROCESS**

Please complete an application: [tinyurl.com/festaishiring](http://tinyurl.com/festaishiring)

**Position requires satisfactory completion of a background check. Festa is an equal opportunity employer.**