



JOB DESCRIPTION:

Program Manager/Site Director

Position: Program Manager	Reports To: Director of Programs
Classification: Full time, Exempt	Wage Rate: \$26-29/hour DOQ
	Revised: November 2023

Mobile Hope is a growing non-profit organization that seeks to build relationships, hope and a culture of achievement within mobile home communities through education, healthy activities, resource connections and faith development.

The Program Manager provides leadership to and is ultimately responsible for all the programs and operations for their designated location or site. The Program Manager and Director of Programs decide which approved programs, events, and activities within the four pillars of Mobile Hope will be run at their site. They work to establish strong, trusting, and positive relationships with residents, volunteers, partner organizations, donors, and staff. They work to recruit necessary staff, residents, and volunteers to execute the vision developed in partnership with the community. The Program Manager also works with the Executive Director and Development Team to identify and cultivate potential donors to obtain the financial support necessary for their site budget.

Job Responsibilities:

- All Mobile Hope Staff have the responsibility to maintain a healthy faith relationship with God, maintain their marriage/family as a priority, be a person of integrity and good moral standing consistent with the teachings of scripture, and actively participate in a local church of their choosing.
- Build strong, positive, trusting relationships with the residents within the community served through personal interaction, events, and community gatherings, getting to know the majority of park residents.
- Build encouraging, productive, and professional relationships with the staff, volunteers, partner organizations, and churches working to implement the programs and activities available to your site.
- Maintain a healthy, positive, and mutually beneficial relationship with management and ownership of the mobile home park.
- Establish and work in cooperation with a local leadership/management team made up of advisors, residents, and key volunteers for input, ideas, and feedback regarding programs and site specific needs.
- Establish, in partnership with leadership, a sustainable site budget and financial development plan for presentation and approval by the board.
- Oversee the planning and delivery of programs and activities for your site within the four pillar program areas and within budget constraints.

- Work cooperatively with the TreeHouse Program Director to ensure the TreeHouse model is implemented at your site location.
- Develop a good working relationship with all local schools and administration fostering open communication regarding students with parents and teachers.
- Recruitment, training, coaching and oversight of program volunteers.
- Track, gather, and report necessary data to evaluate the effectiveness of all programs on a consistent basis.
- Report occasionally to the board on activities, accomplishments, and challenges.
- Ensure the safety of all program participants and volunteers at events and activities.
- Set up, tear down, and maintain program space, tables and chairs, and buildings.
- Execution and monitoring of Mobile Hope policy requirements for staff and volunteers.
- Fundraising of financial support necessary to execute the site budget in alignment with the Mobile Hope development plan.
- Other duties as assigned.

Skills and Abilities Needed:

- Ability to work well with a variety of ages, personalities, cultures, and backgrounds.
- Ability to speak in public and lead large group meetings.
- Excellent interpersonal, written and oral communications skills.
- Planning, organizational, and collaborative skills.
- Sensitivity to and understanding of marginalized communities and families with limited resources and opportunities.
- Individual should be self-motivated and able to work effectively independently, and as a member of a team, with minimal day-to-day oversight.
- Knowledge and ability to use applicable technology and systems to meet work needs (such as Google docs, Microsoft Office, social media, and web tools).
- Ability to work successfully with a wide variety of constituents including donors, board members, volunteers, and those served by the organization.
- Strong character traits of compassion, flexibility, honesty, integrity, humor, and patience.

Education:

- Bachelor's Degree (B.A or B.S.) in Nonprofit management, Social Work, Education, or a related field and at least 2 years of related experience preferred.

Qualifications:

- Demonstrated success in providing leadership to staff or volunteers.
- Strong interpersonal communication skills – written and oral.
- Demonstrated ability to raise funds and cultivate donor relationships.
- Spanish language proficiency is extremely beneficial though not required
- A deep personal faith in Jesus Christ.