



## **Program Manager**

### Mission Statement

The Community Center of Northern Westchester (CCNW) seeks to improve the well-being and self-sufficiency of neighbors in need in Northern Westchester by providing food, clothing, programs, and other resources. We are committed to treating all with dignity and respect. We encourage broad involvement and participation by residents and organizations in the communities we serve.

### Vision

The Center continually identifies and assesses the changing needs and resources of the community, modifying its programs accordingly to meet the needs of its clients in the best possible ways. Our goal is to help our neighbors return to self-sufficiency.

### Background

CCNW is at an exciting moment in its development. We have successfully run an outstanding “choice” food pantry, a clothing boutique, and numerous educational and health and safety programs for over 20 years. We have an engaged, committed Board and a large group of enthusiastic volunteers. While we are on a financially sound footing, we believe that we are poised for significantly greater growth both in terms of fundraising and programs in the very near future.

You can read more about our history and specific programs by visiting our website:  
[www.communitycenternw.org](http://www.communitycenternw.org)

## **Program Manager, Job Description**

The Program Manager is a key position at the Community Center, serving to create, execute and evaluate programs and classes for the underserved families and individuals within our communities. Our programs are offered to our clients to improve their well-being and to support them in achieving or returning to self-sufficiency. Programs include but are not limited to classes in language and computer skills, health and nutrition workshops, job counseling and interview preparedness, self-employment and money management, and skills development training. The Program Manager works with clients, volunteers and other community organizations. The Program Manager is also the backup to the Assistant Director-Client Services as needed.

This is a part time position, requiring approximately 25 – 30 hours per week, including occasional evenings and weekends. Hours may vary seasonally. Position reports to the Executive Director.

## **Responsibilities:**

### **Manage Center programs and classes; explore new program opportunities.**

- Continuous review of current programs to ensure that these services contribute to the Center's goals, fulfill a community need and are beneficial to Center clients.
- Become familiar with the needs of Center clients and community resources to creatively develop new programs to further our mission, independently or in collaboration with other organizations. Assessment to include availability of resources and likelihood of securing outside funding in consultation with Executive Director.

### **Create and execute programs and classes.**

- Define desired outcomes of each program
- Establish all procedures needed to measure outcomes, including entrance requirements, as well as pre- and post-evaluation methods
- Determine needed resources – staff, volunteers, space, and materials.
- As needed, hire and provide training for program resources
- Procure materials and supplies; schedule Center space or secure space off site.
- Publicize programs and enroll participants. Encourage and track participation.
- Develop collaborations with other organizations, as appropriate.
- Work with instructors to establish program or class procedures and curriculums.
- Create and maintain program budget; monitor expenses.
- Perform on-site monitoring of programs; report on program progress and outcomes

### **Management of program resources**

- Coordinate and evaluate paid staff and volunteers involved in programs.
- Provide effective communication to ensure optimal client service and volunteer retention.
- Maintain client education database.
- Manage client phone communication system.

### **General**

- Assist with yearly client registration, provide back-up for Asst. Director–Client Services, and perform other duties at the discretion of the Executive Director.
- Assist with the creation and maintenance of records of community resources available to our clients.
- Attend board meetings and various public functions as needed.

### **Position requirements:**

- Strong interpersonal and organizational skills
- Sophisticated understanding and ability to grasp key concepts pertaining to the charitable not-for-profit sector, and in particular the social service orientation of this organization.
- Fluency in English and Spanish

- Working knowledge of MS Office Suit (Excel, Word, Power Point, and Access).
- Experience teaching and program administration a definite plus.
- Familiarity with local immigrant population a plus.
- Team player who collaborates closely with colleagues to achieve goals with a hands-on approach.
- Understand the importance of public relations and takes initiative to maximize on opportunities.
- Financially responsible with a strong sense of ethics.

**To Apply:**

Please send cover letter and resume to [cmurray@communitycenternw.org](mailto:cmurray@communitycenternw.org)

This is a non-exempt hourly position. Specific hours to be determined in consultation with the Executive Director. Compensation commensurate with experience.