

PROGRAM MANAGER

We are looking for a dependable, humble, and strong communicator who is able to lead and manage a team supporting children and families experiencing foster care.

Salem Angels is an innovative nonprofit that seeks to change the way children, youth and families experience the foster care system. We believe that if we can get every child, youth, and family in the foster care system into our programs, we have a great chance of changing the world we live in.

Our fast-growing organization has a start-up mentality, but also a level of professionalism and drive. We have a great opportunity with our company and we are looking for a creative, innovative self-starter who exudes our five core competencies: Professionalism, Passion, Positivity, Initiative, and Adaptability.

HISTORY:

In 2010, Austin Angels in Austin, Texas, was launched as the very first chapter of The National Angels network. In 2016, a second chapter was opened in Amarillo, Texas, and has since grown to 20 chapters across the nation with Salem Angels launching in January, 2021.

The Angels' network wraps community around children in the foster care system, as well as their caretakers, by offering consistent support through intentional giving, relationship-building, and mentorship. Our programs are created to help empower children and build sustainable foster homes. Our solution to the foster care crisis is the Love Box family support program and Dare to Dream youth mentor program. Our programs utilize a trauma-informed, wrap-around service model that strengthens relationships between foster families, youth in foster care, and bio families.

GENERAL OVERVIEW:

The main role of a Program Manager is to direct and oversee all case management for Salem Angels. This includes leading Case Managers in the matching process of volunteers with foster families, monitoring the ongoing success and challenges with matched cases by engaging Case Managers and viewing all monthly reports and engaging families in regular dialogue about progress and the impact of our program. This also involves checking that case profiles are updated, gathering stories to be used in promotional materials and tracking data on the success of each Salem Angels' Love Box/ Dare to Dream program match. Additionally, it includes expanding the program to the rural communities of Marion & Polk County. See additional responsibilities below.

PRIMARY RESPONSIBILITIES:

- Work as directed to support the mission and values of Salem Angels.
- Engage in discussions around sensitive topics including child abuse, neglect, trauma, mental health, poverty, substance abuse, rehabilitation, social adjustment, therapeutic needs, child demographics, case trajectory, family preservation and child relational concerns. Utilize these discussions to advocate and make decisions for the best interest of the client.
- Manage 2-3 cases if ever necessary.
- Interview and hire new Case Managers.
- Lead weekly meetings that include information on newly referred families, volunteers, updates on upcoming events, projects, etc.
- Plan, assign and direct work to Case Managers.
- Assign all new Love Box and Dare to Dream inquiries from website/direct email to best fit each Case Manager.
- Coordinate with Marketing Manager to keep website waitlist map up to date.
- Oversee and advise Case Managers in various tasks; monthly one on ones.
- Weekly one on one with Executive Director.
- Assist in organizations' events; attending optional.
- Appraise performance and offer coaching to Case Managers.
- Address complaints and resolve problems within case management.
- Maintain quality improvement goals.
- Oversee program implementation and ensure intended outcomes are met.
- Oversee input of all foster family referrals and/or foster youth information including their situations, capabilities, and problems onto the waitlist.
- Ensure volunteers complete all on-boarding requirements.
- Conduct ongoing monitoring of volunteer contact and tracking of relational outcomes for children/ youth in our programs.
- Oversee and when applicable resolve program complaints and requests to change volunteer matching arrangements.
- Produce monthly newsletters.
- Ensure that monthly tracking forms and newsletters are sent to all volunteers.
- Identify and collaborate with other local partners to provide resources to families referred to Salem Angels.
- Track number of children served as well as other key statistics.
- Develop monthly Impact Report and distribute to National Angels.
- Work with Executive Director for grant reporting and distribution.
- Supervise internship program.
- Develop and maintain partnerships with private agencies and the state.
- Monthly calls with National Program Managers and Case Managers.
- Continue development and implementation of rural expansion: join & attend chambers; develop & maintain relationships with churches and businesses for program referrals, volunteer recruitment and financial partnerships; etc.
- Develop and deliver community presentations.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Highly skilled communicator with strong interpersonal skills and abilities to quickly curate trust-based connections (including foster families, foster youth, volunteers, mentors, corporate partners, and other Salem Angels' supporters). This person will possess knowledge of human behavior and performance: individual differences in ability, personality, and interests; learning and motivation; and psychological needs.
- Demonstrate a spirit of inclusivity and acceptance of people from all backgrounds and walks of life.
- Self-starter who can work independently and manage multiple tasks simultaneously.
- Successfully lead and advocate for their team.
- Tech savvy and work easily with computers and programs.

WORK CONTEXT:

Requires using discretion when presenting information to partners, engagement presentations, and discussions of interested parties to avoid disclosing confidential information about a case.

Requires a mixture of working in a traditional office setting and traveling to agency locations, outreach events, and community development activities.

Requires overseeing yearly one-time programs that benefit families in the programs and on the waitlist.

Requires being passionate about the mission and willingness to invest time and personal expertise to grow Salem Angels.

REQUIRED:

- Personal telephone
- Personal car, valid driver license, insurance
- Ability to pass state and federal background checks

PROGRAMS USED ON THE JOB:

- Google Mail & Google Drive
- Google Meets/ Zoom
- Neon One CRM
- Canva
- Microsoft Office Applications (Word, Excel, PowerPoint)
- Apricot360 (Data Tracking Software)
- Slack



QUALIFICATIONS

- Associate Degree and related experience OR
- Bachelor Degree and 6+ months of related experience OR
- Master Degree and 6+ months of related experience
- A background in social services or related fields is preferred, but not required. Experience in management is preferred, but not required.

*** Above qualifications are open to discussion with appropriate personal and/or work experience.