



Reading & Math, Inc.

Home of Reading Corps, Math Corps, Opportunity Corps, and Recovery Corps

Position Description

Job Title: Program Manager
Reports To: Director of Illinois Recovery Corps
Department: Program - Illinois
Date Revised: 04/06/2021

Objective

The Program Manager is responsible for recruiting and supporting a cohort of AmeriCorps members serving in Illinois Recovery Corps – providing exceptional support for the members and partner service sites to have a successful and meaningful year of service - ultimately leading to positive outcomes for individuals in recovery.

ESSENTIAL FUNCTIONS

1. AmeriCorps Member Recruitment and Selection

- With direction and guidance from the Director of Illinois Recovery Corps, implement tactics outlined in the recruitment plan to recruit a pool of diverse and qualified individuals to serve as AmeriCorps members.
- Conduct initial screening of member applications, conduct phone interviews and final interviews, make offers to candidates, and support new members in completing pre-service paperwork and tasks for enrollment.

2. Member Training, Management and Support

- Serve as the primary point of contact for a cohort of AmeriCorps members – providing exceptional support and supervision for the members to have a successful and meaningful year of service. Check-in regularly with members and their supervisors, adapt to meet their needs. Achieve a goal of 85% retention of members.
- Monitor each member's progress in completion of program requirements, paying close attention to hours required for successful completion. Provide individualized support to members falling behind on hours.
- Manage member performance issues and improvement plans, as necessary. Ensure proper documentation is maintained. Work in partnership with the member's on-site supervisor in managing performance issues.
- Communicate regularly with members and supervisors to ensure member timesheets are submitted and approved on time. Review member timesheets regularly to ensure all activities are allowable and aligned with the purpose of the grant.
- Support the execution of the member and supervisor training plan, as needed. Provide exceptional customer service at all times.
- Review participant data regularly to ensure it is entered consistently and accurately. Problem-solve any data collection challenges.

3. Site Partnerships

- Maintain positive working relationships with service sites and site supervisors.
- Conduct site visits, as needed, to check-in with site partners and members.

- Ensure site agreements are signed annually.
- Monitor and ensure compliance to AmeriCorps regulations within service sites. Work collaboratively with the Director of Illinois Recovery Corps and the Director of Compliance to respond to any challenges or issues that may arise at a site.

4. Grant Management and Compliance

- Understand and ensure compliance to federal rules and regulations and other grant requirements associated with funding secured to support the program(s).
- Adhere to RMI's National Program Operating Policy manual, and follow standard written program procedures.
- Collaborate with the Program Specialist who will maintain member files, ensuring proper documentation is on file for each member. Provide support as needed.
- Fulfill duties, as requested, for the submission of federal and local grant applications and reporting.
- Attend meetings and/or trainings hosted by Serve Illinois.
- Observe confidentiality of all member and organizational information.

MARGINAL FUNCTIONS

- Engage alumni as valued stakeholders providing opportunities for volunteering, mentorship, and connection.
- Lead and/or participate in cross functional project-based teams.
- Perform assignments and/or other duties as directed by their direct supervisor.

Qualifications

Minimum Education

- Bachelor's degree (preferred) and related work experience

Minimum Experience

- 2+ years program management and/or program implementation experience, preferably in a non-profit or recovery setting
- Experience working with individuals in recovery (preferred)
- 1+ year experience in full-cycle recruiting for high volume positions in multiple locations, or other relevant work
- Experience in developing talent networks from a variety of sources including college/university programs, social networks, and community groups. Experience with or strong interest in uncovering unique talent pools.
- Demonstrated proficiency in creating partnerships and working in a collaborative environment
- Proven interpersonal skills including the ability to build relationships, solve problems, mediate conflict and exercise sound judgment
- Ability to balance multiple priorities and deadlines in a fast-paced evolving environment
- Ability to structure tasks, establish priorities, meet deadlines and set and manage goal achievement
- Demonstrated professional communication skills characterized by active listening, respectful two-way communication, and timely and results-oriented communication. Public speaking experience preferred.
- Proven commitment, results-driven, and solution-oriented perspective
- Proven ability to adapt to change and innovate
- Experience working with diverse communities and commitment to supporting all members enrolled in our programs. Committed RMI's work to develop our organization's and members' intercultural competency.
- Proven success navigating situations that require high emotional intelligence, with an emphasis on self-awareness

- Proficiency with MS Office and Excel. Previous database experience preferred. Ability to utilize video conferencing effectively.
- Familiarity with or interest in national service and/or social causes
- Ability and willingness to travel within assigned geographic region within the state

Physical Requirements

Reading & Math Inc. is committed to compliance with the Minnesota Human Rights Act and the Americans with Disabilities Act and will make reasonable accommodations as possible to enable employees to perform the essential function of their positions.

This position requires the ability to:

- Travel locally and statewide as needed to attend meetings
- Communicate effectively with people/groups in multiple settings within and outside the organization
- Effectively utilize existing and emerging technology to achieve required results
- Transporting of moderately heavy objects up to 25 pounds

HR USE ONLY	
<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt	Status: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____