



### ***Program Impact Manager Position***

**Job Summary:** The Program Impact Manager is responsible for the development and implementation of program impact, compliance, and engagement. This position implements policies and procedures to track program effectiveness and conducts, and participates in internal and external audits. In addition, this position is responsible for active case management.

#### **Job Duties and Responsibilities:**

- Evaluates, manages, and works to improve program delivery including feedback and application of results and subsequent impact.
- Implements policies and procedures to track program effectiveness.
- Collaborates and coordinates efforts within the department and throughout the agency.
- Reviews internal audit practices and participates in external audits and site visits.
- An active member of the Program Committee; reports impacts and outcomes in conjunction with the Program Manager and Director.
- Engages in active case management.
- Develops and manages the NFCC Intern program.
- May work NFCC events and/or with volunteers.
- Recruits, trains, and supervises employees within the department, including onboarding, performance management, employee relations, workforce development, and offboarding.

#### **Required Skills and Abilities:**

- Ability to work in a team environment and independently with minimal supervision.
- Knowledge of direct services and methods/approaches to address challenges and adopt best practices.
- Strong interpersonal skills, ability to relate to people, and accept individual differences.
- Experience working with low-income families preferred.
- Ability to maintain professional ethics and confidentiality of client and employee information.
- Strong verbal and written communication skills.
- Spanish speaking preferred.
- Criminal background clearance.
- Negative drug test screening.

**Education and Experience:** Bachelor's degree in human services or other related field, an MSW or master's degree in a related field is preferred. Two years of professional experience in case management, assessment, or social work.

#### **Job Competencies:**

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Change Management** - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- **Innovation** - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

- **Judgement** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in the decision-making process; makes timely decisions.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- **Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- **Managing People** - Includes staff in planning, decision-making, facilitating, and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products, and services.; continually works to improve supervisory skills.
- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Project Management** - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Physical Demands and Work Environment:** Work is performed indoors in an office setting sitting in front of a computer 80% of the time. Must be able to lift, push, and pull up to 10 lbs.

**EEO Statement:** NFCC is an Equal Opportunity Employer; NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

*NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.*

**To apply for this position, please send your resume to John Doolen, NFCC Director of Finance and Administration, [jdoolen@nfcchelp.org](mailto:jdoolen@nfcchelp.org)**