



Position Description

Senior Program Manager

The Sharing Center (TSC) is celebrating 35 years of preventing hunger and homeless in Seminole County and we are looking for a new team member to help us grow. The Sharing Center is currently seeking a Senior Program Manager to join us. This role will report to the Senior Director of Operations.

The Sharing Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Overall Responsibility: Responsible for coordinating, designing, managing, supervising, and performance measurements (leading, lagging, quantitative, and qualitative outcome metrics) for all of the agency's clients and The Sharing Center's programs. Responsible for regular internal and external reporting, ensuring client satisfaction and engagement with our programs, setting improvement targets, and achieving those goals. In conjunction with the Senior Director of Operations, ensures that the mission of The Sharing Center is pursued with passion, dedication, and excellence.

Responsibilities include:

- Manages the Service Coordinators, Food Pantry Manager and driver, Oasis Manager and assistant, Rapid Rehousing Case Manager, ProjectRISE team, as well as interns and department volunteers
- Designs and develops programs to meet the needs of TSC clients
- Develops and implements operating policies, procedures, and protocols for the department's programs
- Works with the TSC grant writer to identify and write grants to fund programs and ensuring compliance with funders' requirements. Monitors progress in meeting contract goals and takes corrective actions as needed
- Maintains accurate records for all programs and ensuring data is complete and accurate
- Networking and build collaborations with community churches, businesses and social service agencies
- Managing the department and program budgets
- Develop and set department goals
- Develop staff benchmarks
- Works cross functionally to solve problems and implement changes. Analyze decisions and actions for their support of the larger strategic plan.
- Works with senior leaders to resolve complex problems.
- Represents The Sharing Center at community meetings and events
- Communicating openly and effectively with staff and volunteers
- Prepares weekly and monthly reports as required and requested
- Performs other duties as requested or required

Time Requirements: The Senior Program Manager is a full-time salaried position and requires some evenings and weekends.

Qualifications:

- A passion for the mission and vision of The Sharing Center
- Ability to work independently and collaboratively

- Excellent organizational skills
- Excellent verbal, non-verbal, and written communication skills
- Compassion, initiative, and good judgment with excellent problem-solving skills
- Excellent listening skills and emotional maturity to interact with a diverse set of vendors, clients, staff, and volunteers
- Conduct detailed planning by creating program structure and program organization plan, and securing cross functional support
- Provide ongoing training to programs staff
- Actively participate in the continuous improvement of the program and project management best practice, tools and processes
- Establish an efficient program communications plan, and tracking and reporting system; Manage program level reporting .
- Program development, staff development and management experience
- Computer literacy and working experience with HMIS or other client database experience is strongly preferred
- Minimum two years of supervisory experience
- Minimum of a Bachelor's degree in Social Work, Psychology, Sociology, or related field, or equivalent experience.
- Master's degree preferred

Salary Range: \$55,000 to \$60,000

All qualified applicants please submit cover letter, resume, and portfolio to Dan Ryan no later than October 19th, 2021 at dan.ryan@thesharingcenter.org