



PROGRAM MANAGER

Job Description

REPORTS TO: Managing Director

POSITION SUMMARY: Responsible for creating, managing, and overseeing all programming efforts for peer-based support groups held at GGNWO, serving children and families that are grieving the death of someone important to them. Additionally, the Program Manager is responsible for the training and supervision of program volunteers and interns.

ESSENTIAL DUTIES & RESPONSIBILITIES

Program Management and Development:

- Develops annual program calendar.
- Directly supervises peer support program, following best practices for bereavement support for children and teens.
- Monitors content of support group activities for appropriateness by age group.
- Leads recruitment, screening, training, and supervision of volunteer facilitators and program assistants.
- Provides coaching, feedback, and continuing training so that volunteer facilitators are prepared to facilitate children's support groups.
- Creates curriculum and implements all GGNWO's trainings including initial volunteer training and periodic additional volunteer training.
- Ensures effective communication and planning with volunteers; facilitates regularly scheduled volunteer meetings.
- Provides information about new families, family updates, and other announcements to facilitators and program assistants.
- Addresses family concerns or issues, providing direction, support or coaching to facilitators as needed.
- Ensures all set-up and clean-up work is completed, and all meeting supplies are available and replenished as needed.
- Ensures child safety policies, emergency procedures, and building safety policies are followed by all group participants and volunteers.
- Conducts family intake, orientation, and group assignment for prospective bereavement support group participants.
- Provides follow-up and referral to mental health therapists, protective services, and/or outside resources as needed or as requested.
- Maintains family records and with Office Manager ensures family database is correct and up to date.
- Develops and implements new or expanded programs as approved by Board of Directors.
- In collaboration with Managing Director, participates in evaluating program needs with respect to funding and potential/existing grants.
- With input from Committee Chair, plans agenda and attends Program Committee meetings.

Program Evaluation:

- Oversees and implements program evaluation procedures.
- Oversees analysis of evaluation results and provides regular reports to Managing Director and Program Committee.
- Uses evaluation information to make program improvements.

Community Awareness & Outreach:

- Supports maintenance of statistics and demographic information needed for grant applications and reports.
- Makes presentations to community groups, school personnel, physicians, mental health professionals, and others about GGNWO and children's grief issues.
- Provides outreach to schools in crisis, offering support as needed and appropriate, according to established guidelines.
- Assist with planning and implementing all special events.
- Assists with obtaining photos, family stories, and other information to help support fundraising and educational outreach efforts.
- Assists in keeping community resource list up to date.

OTHER FUNCTIONS

- Maintains compliance with all laws, acts, regulations and organizational policies and procedures.
- Any other duties, projects or responsibilities as assigned.

REQUIREMENTS & QUALIFICATIONS

Education: Master's Degree in Counseling, Social Work, or related field preferred.

Licensure: License in Social Work, Counseling, Clinical Pastoral Care, or related field preferred.

Experience: Grief or bereavement support, experience with art and/or play therapies, experience working with children and teens, experience working with volunteers.

Specific Skills:

- Demonstrates excellent verbal and written communications and presentation skills.
- Innovative self-starter searching for ways to simplify processes and enhance programming.
- Strong sense of compassion/empathy.
- Enthusiastic dedication to GGNWO's mission.
- Good organizational and planning skills.
- Ability to work effectively and respectfully with a wide range of individuals in a diverse community.
- Attention to accuracy in reporting.
- Professional demeanor as a representative of GGNWO.
- Excellent understanding of the needs of grieving people of all ages.

Working Conditions: Full time, local travel required, evening and some weekend hours required.

Full-time position with flexible hours and paid time off.