

Job Title	YourLife Program Manager
Employer/ Agency	The Women’s Resource of Greater Houston
Job Description	<p>The YourLife Program Manager is essential to the success of the organization and manages the The Women’s Resource YourLife Finance Programs.</p> <p>Program Management</p> <ul style="list-style-type: none"> • Plan and manage the day to day operations of YL Finance Classes, YL Possibility Groups, and YL Coaching. • Collaborate with partner agencies to coordinate the delivery of all YL programs. • Form and maintain strong relationships with appropriate partner agency staff. Keep abreast of staff and programmatic changes that may affect the delivery of programs. • Make recommendations to begin new partnerships and end existing partnerships. <p>Volunteers</p> <ul style="list-style-type: none"> • Direct all aspects of volunteer management – identification, recruitment, recognition, and retention. • Ensure YLFC Volunteer Instructors and YLPG Volunteer Coaches are properly trained and supported and provide on-going opportunities for them to acquire new skills and knowledge. • Utilize Salesforce to schedule, record and disseminate volunteer opportunities (for YLFC and YLPG). • Observe YLFC and YLPG at regular intervals. • Teach financial education classes and provide financial coaching to clients enrolled in YLC. • Motivate and encourage volunteers; provide critical feedback and resolve issues or conflict as they arise. • Ensure YLPG Volunteer Coaches are delivering the YLPG model and capturing full and accurate data. • Manage and utilize the Volunteer Level System to support and encourage volunteers and to identify trends and make recommendations in support of program goals. • Manage YL program observations. • Provide support as needed to Administrative Volunteers assisting with YL Programs. <p>Coaching Programs</p> <ul style="list-style-type: none"> • Create a pipeline of potential coaching partners and volunteer coaches. • Meet with coaching partners prior to program launch to discuss program goals, needs, service gaps, expectations, schedule, client recruitment, and barriers to service. • Create/manage system for YLPG and YLC client follow-up phone calls that support quarterly and annual goals. • Conduct YLPG/YLC client follow up phone calls to check-in and encourage

clients around their financial goals.

Evaluation

- Manage distribution and collection of program evaluation tools (i.e. Class Evaluations, Budget/Credit Forms).
- Ensure accuracy of data through the collection and data entry process.
- Utilize Salesforce to identify gaps and trends and make recommendations for program updates and/or best practices.
- Generate reports for Continuous Quality Improvement (CQI) discussions and grant reports.

Overall

- Engage in continuous quality improvement, learning and training.
- Actively participate on The Women’s Resource Program Committee.
- Supervise and work closely with The Women’s Resource YLC - Financial Coach.
- Report to and work closely with the Senior Program Director.
- Ensure programs are delivered in a high-quality manner.
- Ensure annual program goals and objectives are met.
- Ensure safety and confidentiality standards are met.

Qualifications

- Bachelor degree required.
- Must have reliable transportation.
- Experience working with various stakeholders.
- Ability to bring diverse groups together to accomplish a common goal.
- Ability to develop programs and leverage/create the resources necessary to support them.
- Understanding of how financial education/coaching affects an individual.
- Non-profit experience or demonstrated thorough understanding of the field.
- Advanced proficiency in Microsoft Office products (Outlook, Word, Excel).

The ideal candidate will have experience in two or more of the following:

- Financial coaching
- Financial education and/or asset building
- Volunteer management
- Project planning from conception to completion
- Experience in community/neighborhood based programs

Salary/Hours

Full Time (40 hours)

Employer/Agency

The Women’s Resource of Greater Houston

Address

730 N. Post Oak Road

City, State, Zip

Houston, Texas 77024

Contact Person

Kelly Keith

Contact Title

Senior Program Director

Fax Number

713-622-2774

Email Address

kkeith@thewomensresource.org

Application Method	<p>The position will remain open until filled. All candidates are asked to EMAIL the three documents listed below to kkeith@thewomensresource.org Documents should be addressed to: Kelly Keith, Senior Program Director</p> <ol style="list-style-type: none"> 1. Cover letter stating how your skills are a match for the position requirements and duties 2. Resume 3. Writing sample that addresses the following <u>two</u> email scenarios. (100-250 words per email, 12 point font) <p>Scenario 1: Write an email to a YourLife Finance Instructor that provides both positive feedback and areas he/she can improve based on a recent class observation.</p> <p>Scenario 2: Write an email to a woman who has expressed interest in coaching.</p> <p>Only qualified applicants that submit <u>ALL</u> documents requested above will be considered.</p> <p style="text-align: center;">NO PHONE CALLS OR EMAIL INQUIRIES PLEASE</p>
Opening Date	Immediate

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.

