



Miami-Dade County, Florida

JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Program Manager

Department: Programs
Pay Grade: A5
FLSA Status: Exempt

JOB SUMMARY

The Program Manager oversees the full life cycle of assigned funded program(s) and services located throughout Miami-Dade County. This position requires occasional non-traditional work hours (weekends and evenings) and reliable transportation.

This professional position will support the Programs Management Team in implementing strategies that foster collaboration among internal and external stakeholders to ensure services are delivered in accordance with The Children's Trust standards and latest evidence-based practices. S/he is responsible for utilizing change management, knowledge, skills, and behaviors to promote continuous quality improvement throughout the assigned contracts and projects. This person will be assigned a caseload of contracts and may serve as initiative/project lead.

Supervisory Responsibilities

This position has no supervisory duties.

ESSENTIAL JOB FUNCTIONS

- Manage contracts: Collect and review required contract and budget documents submitted; schedule and conduct technical assistance meetings; approve and finalize documents in conjunction with input from Director or Associate Director of Programs, accountants and research and evaluation analysts. Maintain positive, collaborative working relationships with community agencies and organizations.
- Monitor contract progress and program compliance: Use developed metrics and tools to track performance; schedule site visits to observe program activities including review of provider compliance; complete observational site visit reports and note program performance.
- Participate in continuous quality improvement efforts: Ensure providers' adherence to the TCT quality framework as defined and implemented by Continuous Improvement and Metrics and Program Professional Development approaches.

- Participate in the development and management of the bid solicitation process: Assist with the bid solicitation development activities; review, read and rate proposals (may serve as a team lead for proposal reviews); participate with debriefings; prepare rating documents; make proposal recommendations and participate in appeals process.
- Serve as Lead Staff: is the project lead for a specific initiative or specific project such as Metrics, Program Professional Development (PPD) or Parent Club. This responsibility entails supporting the Programs Management Team in leading assigned programmatic areas and projects in the executing of our strategic investments and implementation of various programs.
- Participate in meetings and professional development activities: Participate in agency administrative meetings; attend board and board committee meetings, as needed; participate in internal organizational projects/workgroups; represent The Trust in external meetings; complete assigned and self-directed professional development modules in the Learning Management System ("TrustAcademy"), attend trainings and conferences as assigned.
- Manage contract amendments and revisions: work with funded providers to finalize contract revisions and amendments; approve and finalize amended contracts and or budgets, scopes of work; ensure completion and execution of amendment.
- Oversee contract compliance: Approve and process site changes; manage and analyze data; investigate complaints; review documents and follow up on incident reports; complete performance reviews; conduct informal site visits; provide ongoing technical assistance; and respond to special requests from management as needed.
- Maintain an annual work calendar of provider milestone contract dates, events, and visits.
- Performs other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Requires a bachelor's degree with major coursework in public administration, social services, or related field; three (3) years of experience initiating, managing, coordinating contracts in a social services organization, non-profit, government environment or related field with direct experience in the following areas: fiscal analysis (budgeting and invoices), grants or contracts management with program observation; or equivalent combination of education and experience. Project management or business analyst experience in a data-driven work environment is preferred.

Licenses or Certifications:

Valid Florida driver's license with appropriate automobile insurance for travel to off-site community meetings and or provider sites.

Special Requirements:

Bi-lingual (Spanish/English or Creole/English) desired.

Knowledge, Skills and Abilities:

- Knowledge of standard practices in the fields of nonprofit management, local government, public procurement, contract administration, budgeting, data collection, and program evaluation.
- Knowledge of best practices in quality assurance and/or continuous quality improvement and the appropriate programmatic area of assignment related to child, youth, and/or family services.
- Knowledge of departmental policies, plans, and procedures.
- Knowledge of modern office practices, plans, and procedures.
- Knowledge of Microsoft Word, Excel, PowerPoint, and other job-related computer programs and software applications.
- Skill in effective communication, both orally and in writing.
- Skill in prioritizing and organizing work.
- Skill in the use of office equipment such as a computer, multi-line telephone system, scanner, fax machine, and copier.
- Skill in project management.
- Ability to work independently with minimal supervision.
- Ability to use computers for data entry, word processing, and/or accounting purposes.
- Ability to author reports, business correspondence, and procedure manuals.
- Ability to establish and maintain effective working relationships with managers, service providers, other employees, and the general public.

WORKING CONDITIONS

This position performs administrative work in a normal office environment with comfortable air temperatures and adequate lighting and ventilation. In the course of daily work, the person in this role alternates physical activities such as sitting and walking around the various areas of the organization. Overnight travel is infrequent.

The Children's Trust of Miami-Dade County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

The Children's Trust of Miami-Dade County commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The Trust's policy is to employ qualified persons without discrimination on the basis of any protected characteristic, including race, color, religion, national origin, citizenship, sex, political affiliation, veteran's status, age, genetic information, sexual orientation, gender identity, to include transgender status, disability or status in any other group protected by federal/state/local law.