

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. <p>Evaluation</p> <ul style="list-style-type: none"> • 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.

	<p>Overall</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 affect an individual. Non-profit experience or demonstrated thorough understanding of the field. Advanced proficiency in Microsoft Office products (Outlook, Word, Excel). <p>The ideal candidate will have experience in two or more of the following:</p> <ul style="list-style-type: none"> 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)
Address	730 N. Post Oak Road, Houston TX 77024
Application Method	<p>EMAIL the <u>three</u> documents listed below to kkeith@thewomensresource.org:</p> <p>[Documents should be addressed to: Kelly Keith, Senior Program Director]</p> <ol style="list-style-type: none"> Cover letter stating how your skills are a match for the position requirements and duties Resume Writing sample that addresses the following <u>two</u> email scenarios. (100-250 words per email, 12 point font) <ol style="list-style-type: none"> 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. Scenario 2: Write an email to a woman who has expressed interest in coaching. <p>Only qualified applicants that submit <u>ALL</u> documents requested above will be considered.</p> <p>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 mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.