



2200 Lucien Way, Suite 325
Maitland, FL 32751

POSITION: Program Manager

PROGRAM/DEPT: Public Allies Central Florida

PAY: \$48,000 - \$55,000

ABOUT RISE COMMUNITY SOLUTIONS: RISE partners with caregivers and communities to prevent and navigate crises through family-centered support, peer spaces, community education, and capacity building. We meet our mission with the philosophy that families will be most successful when supported by strong communities that have ample capacity to meet their needs. RISE Community Solutions utilizes an approach which Restores, Inspires, Strengthens and Empowers those we serve. To learn more about us, visit www.RISEcs.org.

PURPOSE: Key member of the team implementing Public Allies Central Florida (PACF), a dynamic development program for diverse, emerging leaders who wish to create lasting social change in their communities. The Program Manager must be well-versed in the Public Allies Core Values, and demonstrates the personal, institutional and systemic change possible when those values are put into practice. Be the primary support and point of contact for participant Allies throughout the program year, providing coaching, leadership training and liaising with partners on behalf of the Allies' needs.

KEY RESPONSIBILITIES:

- Serve as the primary support and point-of-contact for 10-12 Allies throughout the program year, providing one-on-one guidance, and liaising with placement Partner Organizations (POs) to ensure the Allies have a successful term of service. Caseload management includes reviewing and approving time logs, member service reflections, and conducting regular coaching sessions.
- Serve as support for Allies if they are encountering a difficult time or crisis.
- Assist Allies in their personal and professional development through ongoing coaching sessions focused on professional and career development goals.
- Facilitate bi-weekly training days for Allies including recruiting speakers from the community, creating and implementing trainings specific to the interests and needs of the current cohort of Allies and securing locations for Presentations of Learning and other trainings held outside of the RISE Community Solutions office.
- Implement and facilitate the 10+1 Leadership Actions Training and Learning Curriculum, with related data management requirements.
- Oversee selection, standards and benchmarks for Team Service Projects, supporting Allies in the implementation of their chosen projects. Support and integrate the Comprehensive Ally Continuous Learning Process into the Ally Training and Learning Program, including oversight of data collection compliance and implementation of the "360" Assessments for assigned Allies.
- Manage and support relationships with POs, including providing direct support to placement supervisors and evaluating new strategies for PACF capacity building within the agency.
- In partnership with the PACF team, create and implement efforts for Ally and PO recruitment and retention, alumni engagement and general program outreach.
- Support Site Director in completion of funding and outcome reporting, including to AmeriCorps.
- Create and support programming innovations that improve quality, increase impact, decrease costs or encourage growth.
- Participate in special events and outreach efforts that increase visibility and expand the program.

- Engage with colleagues throughout the Public Allies National organization, including contributing to evaluation, special projects and national program efforts.
- Identify and implement opportunities in which the lived experience and voice of individuals served can improve program operations.
- Ability to safely & successfully perform essential job functions consistent with the ADA, FMLA, & other federal, state, & local standards, including meeting qualitative & quantitative productivity standards.
- Ability to maintain reasonably regular, punctual attendance consistent with ADA, FMLA & other federal, state, & local standards
- Ability to comply with all personnel policies & procedures

Additional Functions & Expectations

- Participate in the organization's strategic plan and quality improvement processes.
- Other duties as assigned in support of the mission of the organization.

DESIRED QUALIFICATIONS:

REQUIRED:

- Bachelor's degree from an accredited college or university in a human services field, nonprofit management, business management, or a related field,
- OR**
- Two years of related professional experience.
 - Experience in the field of youth development, leadership development, and/or national service.
 - Experience in training, teaching and/or facilitation.

PREFERRED:

- Successful completion of Public Allies apprenticeship and/or similar national service program.
- Experience in coaching clients.

DESIRED SKILLS:

- Proficiency in Microsoft Office Suite including Word, Outlook, Excel and PowerPoint.
- Excellent interpersonal and communication skills, including public speaking and group facilitation.
- Able to prioritize; works well under pressure.
- Demonstrate ability to engage with empathy, compassion and patience.
- Demonstrate cultural and linguistic competence and sensitivity to population served.
- Strong listening skills and ability to connect with and support others.
- Easily assumes personal responsibility and accountability.
- Ability to travel within the tri-county area.
- Ability to manage conflict and work with individuals with diverse points of view.

All RISE Community Solutions team members are expected to demonstrate proficiency in the following competencies: Problem Solving, Time Management, Attention to Communication, Customer Service, Teamwork,



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Integrity, Interpersonal Skills, Trauma-Informed Approach and Innovation. To learn more, visit [Careers | RISEcs.org](https://RISEcs.org)

POSITION STATUS: Exempt

SCHEDULE: Traditional weekday schedule. Those in client-facing positions may have critical situations which may require work outside of normal business hours. Flex time is available in these situations.

LOCATION: Hybrid role. The position will be able to use their home and the main office. Team meetings are held in-person at the main office once a week on Mondays, and Program Manager will be training Allies in-person at either the main office or an offsite location every other Friday. Some team meetings are held in-person in Maitland and Program Manager will have to attend in-person meetings at partner locations.

SUPERVISOR: Program Director, Public Allies Central Florida

Name (Print)

Supervisor's Name (Print)

Employee Signature

Supervisor's Signature

Date

Date