Program Manager: General Case Management Program

Do the following describe you?

- Goal oriented
- Assertive
- Strong sense of urgency
- Factual
- Precise
- Change agent
- Analytical problem solver
- Decisive
- Organized

Does the idea of leading a new program – including providing project and staff management appeal to you? Are you passionate about connecting people to services that could provide a pathway out of poverty permanently?

*If this sounds like you, keep reading.*

Catholic Charities Ft. Worth is looking for an analytical, proactive, and detailed Program Manager for our General Case Management program who can provide strong leadership and project management.

What will you be doing?

- **Develop and Champion Program Goals and Policies:** In this leadership role, you will be responsible for the development and evaluation of all program work metrics, ensuring goals are met. You will monitor and evaluate staff to ensure compliance with expectations and that the team’s focus remains on what’s most important.
- **Provide Effective Leadership:** You will invest in and develop your team members through providing necessary training, mentoring, coaching, and supervision. You will ensure your staff clearly understand their responsibilities and stay on track to meet programmatic goals. You will assume responsibility for project management, tackling problems and/or opportunities and delegating tasks to others.
- **Promote Stewardship:** You will monitor revenue and expenditures, ensuring fiscal accountability. You will work with other agency programs to identify and develop resources necessary for program sustainability, including preparation of proposals. You will stay current on client population trends and emerging needs. Based on your findings, you will modify program responses to address identified needs in conjunction with agency leadership.
- **Cultivate Strong Relationships:** You will establish and sustain strong relationships with funders and monitoring entities through regular, effective communication. In this role, you will build beneficial relationships with faith-based organizations, social service providers and other community partners through attending agency and community meetings and pursuing collaborative efforts. Internally, you will ensure positive, effective communication with program staff, peers, and agency leadership.
- **Develop, Complete, and Audit Documentation:** A critical part of your work will consist of understanding and ensuring compliance with all overseer requirements, agency quality assurance standards, and other monitoring entities’ expectations. You will develop and implement program policies and procedures to ensure services are delivered effectively, efficiently and according to agency culture, mission, vision and values.

**JOB REQUIREMENTS**

- Master’s Degree in social work or related field AND at least one year experience managing professionals in a social service environment OR a combination of education and experience
- Experience in project management preferred
- Self-motivated learner who digs in to understand all aspects of the program managed
- Analytical thinker, who actively seeks opportunities and proposes solutions
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, external partners, and funders
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Demonstrated proactive approaches to problem-solving with strong decision-making capability and resourcefulness
- Expert level written and verbal communication skills, prior grant writing experience a plus
- Demonstrated ability to manage budgets and lead teams

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Catholic Charities Fort Worth

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COMPENSATION
Catholic Charities Fort Worth offers a variety of benefits to our staff including medical, dental, vision, and life insurance. Our employees can participate in a retirement plan with a generous match. A progressive paid leave plan allows you to earn more time off the longer you are employed and we provide paid time off for designated holidays. We also offer flexible work schedules and a friendly, supportive environment. This is a salaried position with a range of $44,000 - $53,000, based on skills and experience.

TO APPLY
All interested applicants must visit our website (www.catholiccharitiesfortworth.org) and apply via the employment link at the bottom of the page. Candidates much also complete a work traits survey via this link. Resumes received without being accompanied by a completed survey will not be considered.

Due to the volume of applications, only qualified applicants will be contacted. No phone calls, please. Catholic Charities Fort Worth is an equal opportunity employer.

ABOUT US
Catholic Charities Fort Worth (CCFW) is an enterprising nonprofit with a belief that ending poverty is possible. Our diverse services, poverty solutions, and income-generating social enterprises help tens of thousands in our 28 county diocese each year, most of whom are the working poor, some of whom are even Catholic. We strategically challenge the way poverty is addressed nationwide by scrupulously testing our own case management methods through research partnerships, exporting our known-solutions to other non-profits, and serving as a resource for what works on Capitol Hill. We invite you to come and check out our nonprofit 2.0 approach. For more information, please visit us at catholiccharitiesfortworth.org.