JOB DESCRIPTION

**JOB TITLE:** National Health Corps/AmeriCorps Program Manager

**DEPARTMENT:** Programs **DEV. DATE:** 4/11/19

**PAYROLL:** Salaried/Exempt

**GENERAL STATEMENT OF DUTIES:**

Under the supervision of the Vice President of Administration, the National Health Corps Program Manager is responsible for management of the National Health Corps San Francisco (NHCSF) program, funded by the Corporation for National and Community Service (CNCS) through lead grantee Health Federation of Philadelphia (HFP). The National Health Corps/AmeriCorps Program Manager supports training program development and administration for NHCSF and other programs.

**JOB RELATIONSHIPS:**

Reports to: Vice President of Administration

Supervises: NHCSF/AmeriCorps members, in coordination with host site supervisors; and SFCCC staff supporting the NHCSF program, in coordination with other SFCCC supervisors.

Interpersonal Skills: Able to work effectively as the liaison between a broad range of organizations and individuals, including SFCCC, CNCS, HFP, partner clinics and NHCSF host sites, other AmeriCorps programs, other funders, trainers, and NHCSF/AmeriCorps members; ability to manage multiple diverse requirements, tasks and deadlines.

**DUTIES AND RESPONSIBILITIES:**

1. Manage the recruitment process of NHCSF/AmeriCorps members, including outreach/promotion, management of online application processes, application receipt and screening, responding to inquiries, trouble shooting, interviewing, approving for referral to host sites for further interviewing and selection, and coordination of selection and notifications.
2. Manage the recruitment, application process, screening, and approval of NHCSF host sites.
3. Develop, implement, oversee, and facilitate orientation and trainings for host site supervisors and members, including pre-service and in-service orientation, regular semi-monthly group trainings and meetings for members and quarterly meetings for host site supervisors, team-building and community service activities, and other professional growth activities for NHCSF members.
4. Coordinate placements of NHCSF/AmeriCorps members at host sites and ensure all stakeholders know and comply with CNCS and HFP program requirements and expectations, including development of relationships between NHCSF members and their on-site supervisors; distribution, development, review and approval of position descriptions; communicating and monitoring adherence by NHCSF members and host sites to program requirements; and facilitation of on-site training and mentoring.
5. Enroll members in the NHCSF program, arrange for associated benefits, and problem-solve members' issues with accessing these benefits.
6. Maintain personnel and evaluation data tracking systems pursuant to CNCS and HFP requirements, to document NHCSF members’ demographics, service and training hours, training topics, service provision, and performance measure outcomes.
7. Comply with and implement CNCS and HFP reporting and evaluation requirements, including program reports.
8. Comply with SFCCC Corporate Compliance, Personnel and other Policies and Procedures, and report any conduct or event that potentially violates legal, funding, or employment requirements. Fully participate in any related investigation or proceeding.
9. Provide input into development of NHCSF budgets; support NHCSF fund development by preparing program information and data for grant applications, reports, and program website, social media and print materials; and monitor revenues and expenditures.
10. Serve on SFCCC and NHCSF committees as appointed.
11. Support related training development and workforce pipeline activities as needed and feasible.
12. Perform other duties as assigned.

**EDUCATION AND SKILLS:**

1. Bachelor’s degree in related field.
2. Excellent interpersonal skills; demonstrated ability to communicate clearly verbally and in writing, including with diverse groups.
3. Demonstrated ability to exercise sound independent judgment and effectively manage time and resources.
4. Ability to work effectively as a member of a team as well as independently with minimal oversight.
5. Excellent organizational and time management skills; ability to juggle multi-level projects, tasks, and deadlines;
6. Ability to comply with extensive funder and federal program requirements with great attention to detail
7. Demonstrated ability to coordinate and facilitate group trainings and convenings.
8. Ability to work with individuals in a variety of organizations/environments and with diverse staff and patient composition.
9. Working knowledge of personal computers, Microsoft Office including Excel and Power Point, internet research, and ability to learn new online and data base applications.

**EXPERIENCE:**

1. Three years’ experience in program management, human resources, community health, and/or training/education programs.
2. Minimum one year’s supervisory experience.
3. Experience in government grant-funded program management strongly preferred.
4. Experience with training design and implementation and working with young adults preferred.
5. Experience working within a multi-site agency or initiative preferred.
6. Familiarity with ethnically and culturally diverse communities preferred.

**WORKING CONDITIONS:**

General working hours are Mon. – Fri. 9 a.m. – 5 p.m. Must be willing and able to work occasional evening or weekend hours, and to travel regularly to local clinic sites and periodically to national and regional meetings.

**APPROVED**:

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President & CEO Date

**STAFF ACKNOWLEDGEMENT**:

I have received and reviewed the preceding job description under which I am hired. I have had the opportunity to review the description with my supervisor.

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Staff Date

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Supervisor Date