



Job Title: Program Manager, New Bedford Family Resource Center

Reports to: Program Director, New Bedford Family Resource Center

Classification: Full time, Salary, Exempt

Work Schedule: 37.5 hours per week, 5 days per week, Monday – Friday, some evenings and weekends

Pay Rate: \$28/hour - \$29/hour

Introduction: Since 1953, United Way of Greater New Bedford (UWGNB) has been a leading institution on the SouthCoast. Our mission is to mobilize people, partnerships, and resources to catalyze change that strengthens the communities we serve. Through strategic collaboration, direct services, and financial support, we actively engage with our communities to identify gaps and create initiatives to address them. Every United Way of Greater New Bedford staff member serves as an ambassador for the organization, demonstrating a culture of fundraising and volunteer engagement.

Since 2010, UWGNB has operated New Bedford's Family Resource Center (NBFRC), which is funded by the Department of Children and Families. NBFRC is a single point of entry to help struggling families with children identify and gain access to an array of culturally competent family support services by guiding them to available resources.

General Duties and Responsibilities:

- Contribute to UWGNB's overall success and impact by working with the Leadership Team and Program Director to ensure integration of program operations and implementation of new initiatives
- Function as part of the NBFRC team by assisting and supporting the day-to-day functions
- Assist in developing and executing FRC workplans
- Provides administrative oversight in NBFRC daily operations
- Assist in coordination of monthly staff schedules and events
- Oversee FRC's network of service providers and maintain updated list of provider partners
- Works closely with NBFRC CRA Coordinator to ensure all CRA related cases are being serviced with proper data tracking
- In the absence of the Program Director, Program Manager would serve as a representative at state meetings and/or other designated meetings



- Support NBFRC families while they navigate challenging systems, complete intakes and oversee/facilitate ongoing support groups and evidence-based classes
- Works closely with the Administration Specialist to ensure all data is entered into the CRM accurately and in a timely manner
- Works with the NBFRC staff to understand the data points in the FRC workplan
- Stay current with research and best practice in the field of family support and evidence-based parenting programming
- Exhibit professionalism in all job functions, including confidentiality
- Establish and maintain effective relationships with all constituents

Desired Skill and Abilities:

- Excellent interpersonal and communication skills
- Demonstrate ability to work effectively with diverse populations and the community served
- Knowledge of local community resources, community-based providers, and human service systems
- Bi-Lingual/Bi-Cultural Spanish, Cape Verdean Creole, Haitian Creole, and/or Portuguese highly desired

Requirements:

Bachelor's degree in social work or related human services field preferred; however, candidate with associates degree with 2 years of experience working with at risk families and communities will be considered, as will those pursuing their degree or those who demonstrate the desired skills and abilities for this position. A valid driver's license and personal vehicle is required, as well as a willingness to work evenings and occasional weekends.

Candidates should email resume and cover letter to: liveunited@unitedwayofgnb.org

Please list subject as *FRC Program Manager*.

Review of applications will begin immediately and continue until position is filled.

United Way of Greater New Bedford is an equal opportunity employer. We do not discriminate on the basis on race, religion, color, national origin, sex, gender identity, sexual orientation, age, veteran status, medical condition, status as an individual with a disability, or any other basis applicable by law. United Way of Greater New Bedford strives to foster an inclusive and empowering environment for all employees.