



**AmeriCorps**



**TITLE:** New Bedford Strengthening Families AmeriCorps Program Manager

**STATUS:** Exempt, grant-funded position

**SALARY:** \$47,000-\$52,500 annual salary plus competitive benefit package **(Contingent upon Funding)**

**REPORTS TO:** Director of New Bedford Community Connections Coalition (NBCCC)

**JOB SCOPE:** This position will manage the UWGNB Strengthening Families AmeriCorps Program, a collaboration with community-based host sites across Greater New Bedford. They will have the primary responsibility of:

- Recruitment, training, supervision, and support of a small team of AmeriCorps members
- Ongoing oversight of host sites
- Compliance with AmeriCorps and Massachusetts Service Alliance (MSA) rules and regulations
- Effective program implementation, fiscal management, and performance monitoring

**ORGANIZATIONAL/PROJECT BACKGROUND:** United Way of Greater New Bedford's (UWGNB) mission is to mobilize people, partnerships, and resources to catalyze change that strengthens the communities we serve. The New Bedford Strengthening Families (NBSF) AmeriCorps Program is a community collaboration led by UWGNB. AmeriCorps members will implement evidence-based interventions that strengthen families, with a focus on preventing child abuse and neglect. The NBSF AmeriCorps program is based in the Strengthening Families Protective Factors Framework that centers on five interrelated family protective factors: knowledge of parenting and child development, concrete supports in times of need, social connections, social and emotional competence of children, and parental resilience.

**RESPONSIBILITIES:**

*Program Oversight:*

- Manage portfolio of host sites and provide support to host site supervisors.
- Establish and maintain effective working relationships with host site directors and member supervisors.

- Ensure host site supervisors are providing members with the resources, supervision and support they need to perform their roles at each host site.
- Review host site activities and supervisor reports on member performance on an ongoing basis to ensure compliance with all federal regulations.
- Recruit new host sites, as needed.

#### *AmeriCorps Member Recruitment, Selection, Placement and Development*

- Assist with developing AmeriCorps member recruitment materials
- Lead recruitment and application process of AmeriCorps members
- Schedule, document and approve all background checks.
- Plan and facilitate annual program year orientation and bi-weekly member cohort meetings.
- Promote member retention and develop a sense of teamwork among AmeriCorps service site staff and members through frequent communication.
- Track completion of required trainings by all members and site supervisors
- Provide members with supervision as leader of program and ensure that members are receiving quality direct supervision from host site supervisors
- Maintain all member files and ensure compliance with federal regulations.
- Monitor member reporting on an ongoing basis.
- Assist with mediating member disputes/problems.

#### *Public Relations*

- Assist with publicizing the program in the community on an ongoing basis.
- Become the face of the program in the community.
- Develop and expand partnerships with community organizations, schools, government agencies, businesses, and community members as it relates to the development of the program.

#### *Policies and Procedures*

- Assist with developing written policies and procedures for program operations.

#### *Professional Development*

- Attend any trainings and meetings as required by the Massachusetts Service Alliance.

#### *Program Evaluation*

- Set up systems for members to collect program performance measures as outlined in the grant requirements.
- Analyze and report on program performance measures as needed to ensure effective program implementation and achieve targets for number of families served.
- Assist with developing evaluation plans congruent with the objectives outlined in the grant requirements.
- Assist with developing and monitoring systems for tracking outcomes and impacts of program activities.
- Monitor program activities, ensuring compliance of all requirements.
- Coordinate an annual satisfactory and feedback survey process.

#### *Budget Management*

- Track service site match requirements.

- Submit expenditure requests, mileage reimbursement in a timely manner to the finance team.
- Monitor the program budget monthly

*Reporting*

- Assist with monthly, quarterly, and bi-annual reporting as needed.
- Monitor service site reporting.

*Other duties as assigned.*

**MINIMUM QUALIFICATIONS:**

- Bachelor's Degree in related field preferred, i.e. social work, public administration, health, non-profit management; or a High School Equivalent with at least 3 years' experience.
- Knowledgeable about the AmeriCorps program, policies, and procedures preferred.
- Knowledgeable about New Bedford human services community and demonstrates evidence of ability to effectively navigate and access key relationships within that community also preferred
- Supervisory experience preferred.
- Proficiency in business computer software and systems, including Microsoft Office Suite.
- Excellent communication skills, leadership skills, interpersonal skills, collaborative problem-solving skills, and the ability to motivate AmeriCorps members and service site staff.
- Ability to work with volunteers, staff, partners, and community at-large providing leadership, direction, and resource information, as needed.

**OTHER REQUIREMENTS:**

- Valid driver's license, vehicle and vehicle insurance.
- Participate in professional growth opportunities, as indicated and available
- This position will have access to vulnerable populations and is subject to the following Criminal History Checks:
  - National Sex Offender Public Website (NSOPW)
  - State of Residence & State of Service
  - FBI Check

***\*Interested applicants should send a resume and cover letter to [sbrajer@unitedwayofgnb.org](mailto:sbrajer@unitedwayofgnb.org)\****

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***UWGNB requires new hires to be fully vaccinated against COVID-19.***