



POSITION TITLE: Program Manager

RESPONSIBLE TO: Director / CEO

JOB DESCRIPTION: General Program Manager to oversee and coordinate various projects within our organization. The ideal candidate will be adept at multitasking, possess exceptional leadership qualities, and have a proven track record of successfully managing programs from initiation to completion. This role requires strong organizational skills, effective communication, and the ability to collaborate with cross-functional teams to achieve project objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Adhere to the Mission, Core values and Vision of Envision Community Services (ECS)
- Develop comprehensive project plans, including scope, timelines, budgets, and resource allocation. Ensure projects are executed efficiently and within established constraints.
- Lead and motivate project teams, fostering a collaborative and productive work environment. Provide guidance and support to team members, empowering them to achieve project goals.
- : Build and maintain strong relationships with stakeholders at all levels, including executives, clients, vendors, and internal teams. Keep stakeholders informed of project progress and address concerns in a timely manner.
- Identify potential risks and develop mitigation strategies to minimize project disruptions. Proactively monitor project performance and take corrective actions as needed.
- Ensure deliverables meet quality standards and adhere to project requirements. Conduct regular reviews and inspections to identify areas for improvement.
- Optimize resource utilization across projects, including personnel, equipment, and budgetary allocations. Allocate resources effectively to maximize project efficiency.
- Facilitate clear and concise communication among project stakeholders, including status updates, meetings, and reports. Foster transparency and accountability throughout the project lifecycle.
- Drive process improvements and best practices to enhance program management capabilities. Identify opportunities for innovation and efficiency gains.
- Coordinate the team's schedules; and approve team member's work hours for payroll purposes.
- Resolve conflicts, troubleshoot issues and design/implement solutions.
- Lead regular team meetings and participate in ongoing professional development and related trainings.
- Conduct outreach and education to individuals about program services which can include but not limited to Health & Wellness Fair, Expungement Fair, Workforce Development and Gang Tattoo Removals.
- Serve as community liaison and maintain relationships with key individuals in the community
- Assist participants with navigating through social services resources
- Assist participants through peer support and frequent communication/follow-up utilizing a harm reduction approach
- Assist staff in collaborating with community health and social service providers and partner agencies to identify barriers and service gaps
- Provide education, information, and referrals to community; locate, identify, and utilize new social services and resources
- Maintain the highest level of participant confidentiality, in person and in practice



- Communicate with colleagues, supervisors and the public in a professional and empathetic manner.
- Collaborate with the CEO and Manager of Operations in identifying and meeting project goals.
- Participate in ongoing professional development and related trainings as well as weekly team meetings and daily one-on-ones with staff.
- Maintain regular, frequent contact with CEO or Manager of Operations and follow all directives.
- Engages in all ECS fundraising efforts as required (i.e annual gala working event)
- Conduct other related duties as assigned, *by upper ECS management*

ADDITIONAL POSITION RESPONSIBILITIES:

- Check in all street outreach grant employees' development and progress
- Act as a liaison between all accountability mentors and grant management
- Document and attend all accountability mentors' employee evaluation performance and progress reviews every 30,60, 90-day periods.
- Implement and suggest trainings for all employees at the end of the evaluation for professional growth
- Follow-up on employees' progress on educational and professional goals
- Work with multiple city portals to intake and document all reviews, and organization progress
- Work with HR and finance department to make sure required documents for grant are being submitted correctly
- Assist organization to stay in compliance with all required grant performance reviews and trainings
- Attend trainings and meetings as required for grants

MINIMUM QUALIFICATIONS:

- Excellent interpersonal skills and ability to interact professionally, appropriately and effectively with a wide range of culturally diverse individuals during a time of crisis and distress. Excellent ability to think critically and communicate both verbally and in writing in a professional and empathetic manner
- Excellent computer skills are necessary, must be knowledgeable of MS Suite.
- Equally comfortable working individually and within a team environment that emphasizes interdisciplinary collaboration.
- A background check and drug test are required. However, the circumstances or prior justice involvement will be considered on a case-by-case basis and will not necessarily disqualify a candidate.
- Present evidence of identity and authorization to work in the United States (I-9 documentation).
- Applicants must reside, or have extensive work/lived experience, in the high economic hardship communities identified by the Chicago Department of Public Health.

DESIRED QUALIFICATIONS:

- Thorough knowledge of assigned community and its residents
- Knowledge of state social service agencies and community resources
- Knowledge of health education, motivational strategies and an empathetic manner working with the underserved



- Ability to work with other members of the team and community to provide quality services
- Ability to communicate effectively both orally and written, and have excellent computer skills
- Ability to work with vulnerable populations in a non-judgmental manner
- Must be able to multi-task, have initiative and be self-directed
- Ability to endure periods of heavy workload
- Ability to work with frequent interruptions and respond appropriately to unexpected situations
- Must be flexible with hours to accommodate project objectives. Including weekends/evenings serving in adaptable and professional demeanor.
- Possession of valid Illinois Driver's license, valid auto insurance and registration with willingness to use personal vehicle in course of employment.
- Bilingual is highly desirable.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:

The position consists of being on foot for prolonged periods of time and outside during acceptable weather. The position may require responding to emergencies in high crime and to participate in risk management processes. At times requires rapid turnaround of communication on short notice. Must be able to lift 20-50 lbs.

EEO STATEMENT:

Our organization is committed to providing equal employment opportunities to qualified individuals with disabilities. When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, he or she will be given the same consideration for employment as any other applicant. This may include providing reasonable accommodation where appropriate for an otherwise qualified individual to perform the essential functions of the job. ECS and subcontractors are committed to a policy that provides equal employment opportunities to all employees and applicants for employment without regard to race, color, sex, religion, national origin, ancestry, age, marital status, pregnancy, medical condition, including genetic characteristics, physical or mental disability, veteran status, gender identification and expression, sexual orientation; and to making all employment decisions so as to further this principle of equal employment opportunity.

SALARY AND BENEFITS:

- Health benefits available (FTE eligible for benefits), after 90-day probation period.
- Salary \$50 - \$55k

OTHER:

ECS is an "At-Will" employer and reserves its rights to practice as such. ECS can terminate your employment at any time, for cause or without cause. Your employment at ECS is at-will employment. No supervisor, manager or other representative or employee of ECS, other than the President/CEO, and then only in writing signed by him/her, has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the foregoing.