



## HUMAN SERVICES TECHNOLOGY SOLUTIONS (HSTS) PROGRAM MANAGER

### Position Overview:

The Program Manager is responsible for helping to manage Greenwich United Way's Human Services Technology Solutions (HSTS) program in collaboration with the Director of Community Impact. The Program Manager provides technical assistance and other programmatic support to partner agencies and provides daily oversight, in conjunction with the Director of Community Impact, to keep all partners on task and on-track to achieve/exceed program goals.

### Primary Job Functions:

- Develops, implements, and makes on-going improvements to performance measurement and management systems, monitoring and evaluation tools; specifically, with VisionLink.
- Monitors program performance; identifies and troubleshoots any issues that may arise and suggests improvement plans when needed in collaboration with the Director of Community Impact.
- Builds and maintains strong relationships with community partners including community-based organizations, specialized training providers and volunteers.
- Works closely with partner agency direct service staff to provide technical support that assists in the attainment of program quality; and assists in the accurate accounting and monthly submission of performance outcomes.
- Develops, revises and streamlines VisionLink tools (intake forms, client flows, checklists, etc.) as needed and other program forms and documents.
- Participates in the creation of program implementation documents as needed in collaboration with the Director of Community Impact.
- Researches and engages in the development of program extensions that could deepen program utility, program strength and lead to innovations in service delivery.
- Leads the creation and timely issuance of monthly management reporting to all partners.
- Works with Director of Community Impact to suggest strategies and tactics to help realize program goals.

### Qualifications:

- Bachelor's degree required.
- At least one to two years of prior work experience in a programmatic area of a not for profit organization preferred.

### Knowledge, skills and abilities:

- Must be highly organized and detail oriented, have the ability to multi-task and work effectively under pressure in both a team setting and individually.
- Strong analytical/problem solving skills.
- Must have strong interpersonal skills and have the ability to manage a complex workload.
- Excellent computer skills, particularly Excel, Word, Outlook, etc.
- General understanding of computer/web applications a must.
- Experience with software development processes or programming preferred

To apply, please send cover letter and resume to: [rmoore@greenwichunitedway.org](mailto:rmoore@greenwichunitedway.org)