Program Manager Job Posting

Position Overview:
The 211 Program Manager oversee the implementation of the 211 Service, Special Initiatives and disaster role at NJ 211. Primary responsibilities include building a well-trained and passionate team to deliver the 211 Service, who practice the AIRS standards of information and referral. This includes expertise in assessment, clarification, providing appropriate referrals, advocacy, crisis assessment and follow-up. This position works closely with our contacts from state departments, United Ways and counties in order to maintain accurate and updated program content, protocols and procedures that are related to the deliverables outlined in our contracts/agreements.

Responsibilities:
- Serves as the primary internal and external contact and subject matter expert for the 211 Service;
- Designs and oversees training content for the QA/Training team and specialists handling the on the 211 Service, which includes Crisis Calls and Special Initiatives; evaluates training quarterly and updates as needed. Participate in training as required;
- Responsible for the following Special Initiatives – Diabetes, EITC/VITA, Kinship, Ocean APS, Register Ready, TBI, and UVIS; specifically, the responsibility of the contact center deliverables for each of these initiatives;
- Assist with COO on onboarding new 211 initiatives, identifying operational needs including personnel, training, systems, equipment and other costs; documents the program and protocols for the contact center deliverables;
- Attend in-person and virtual meetings with state partners and county Human Service committees; provides updates on behalf of NJ 211 and gathers local resources and information;
- Conduct bi-annual meetings with state department program contacts; provide report related to our deliverables.
- Review and update annual state waiver scope of services and UWNJ MOA deliverables
- Work collaboratively with the Contact Center Manager to ensure deliverables are met; training and protocol changes considered to improve quality.
- Work collaboratively with Database Manager to ensure partner programs are accurately updated in the resource database
- Work collaboratively with the Marketing and Communications Manager to ensure partner programs are accurately reflected on the website.
- Attend NJ VOAD and SEMPS meetings regarding disaster preparedness and response.
- Review and update disaster response protocols.

- During disasters, provide continuous communication and updates with NJ 211 team regarding disaster information and resources.

Qualifications:
- Associate or bachelor's degree in business management, communications, human services or related field
- 5-7 years' experience as a program manager
- Experience working in nonprofit or social service organization or government programs
- Thrives in a dynamic, fast-paced work environment
- Excellent interpersonal and oral/written communication skills
- Comfortable presenting to large groups
- Self-directed and self-motivated
- Sharp attention to detail and analysis
- Ability to prioritize and re-prioritize activities and multi-task to complete tasks
- On occasion evening and/or weekend hours may be needed.
- Demonstrated proficiency using Microsoft applications (Word, Excel, PowerPoint)
- Bilingual a plus
- May be require up to 20% travel statewide

This position can be a hybrid position with work to be performed in the office 3 days a week.

NJ 211 is a disaster response organization working in partnership with the state emergency operation center. This requires all staff to be available during times of emergency, to work beyond normal hours and/or flexible hours to meet needs.

The salary for the Program Manager position is $55,000 - $65,000 based on experience. This position is Exempt.

NJ 211 does not discriminate based on race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services and is an equal access/equal opportunity employer.