



United Ways of Iowa

National Service Senior Program Manager

Overview

The Senior Program Manager will be responsible for managing program development and supervising daily operations of the Foster Grandparent Program (FGP) in four communities. This position will develop partner relationships with community agencies for hosting community-based program staff and senior volunteers, provide recruiting support for all UWI national service programs, and ensure all elements of the Senior Corps program meet compliance requirements of the federal grant. This position will supervise four staff members in host communities.

The National Service Senior Program Manager reports to the Director of National Service Programs.

1. ESSENTIAL ACCOUNTABILITIES

Member Management and Support

- Supervise local efforts to organize the recruitment, enrollment, orientation, placement and recognition of volunteers age 55+;
- Participate in the recruitment, enrollment and placement of Iowa Reading Corps AmeriCorps Program members
- Develop initial and ongoing training program to enable volunteers to effectively carry out the mission of the FGP program in coordination with program coordinators;
- Provide evaluation, corrective action and conflict resolution support to FGP program coordinators;
- Develop and enforce policies and procedures of the FGP program;
- Ensure all requirements for volunteer management, supervision and support are met per the requirements of the federal grant.

Relationship Building and Site Support

- Build relationships in each of the FGP communities to ensure quality placements for the volunteers;
- Collaborate with community stakeholders to secure both financial and in-kind support for the FGP program;
- Ensure site accountability to the FGP program expectations and requirements;
- Ensure appropriate training and monitoring of site supervision for volunteers.

Communications

- Serve as a spokesperson to groups and individuals as requested to raise awareness and aid in recruitment of FGP sites and volunteers;
- Prepare newsletters, media releases, and promotional materials as needed to support awareness of National Service Programs;
- Ensure all community-based program coordinators are informed of the programs goals, requirements and successes to operate as a cohesive statewide staff

Grant Oversight

- Utilize appropriate data collection instruments to analyze and complete reports on FGP volunteer and program performance as demonstrated by the data;
- Organize and prepare timely reports to federal and nonprofit agencies;
- Collaborate with UWI accounting staff and Director of National Service Programs to ensure compliance with financial management requirements and reporting;
- Maintain accurate and appropriate records for all aspects of National Service programs;
- Participate in writing and preparing of grant applications to secure ongoing and additional funds;

2. COMPETENCIES, KNOWLEDGE AND EXPERIENCE

Competencies

- **Relationship-Oriented**
 - Builds relationships with community stakeholders, organizations and funders
 - Knows and can successfully articulate the organization and program mission, vision and values to other stakeholders and collaborators

- **Collaborator**
 - Builds consensus and support with diverse stakeholders
 - Demonstrates coalition-building skills with the ability to explain, advocate and articulate facts and ideas in a persuasive manner and to negotiate with individuals and groups both internally and externally
 - Displays strong listening skills and can clearly state the point of view of others
 - Works collaboratively with others to achieve common goals and positive results
 - Supports and encourages others to achieve objectives
 - Demonstrates ability to negotiate and compromise without losing sight of core values and objectives; seeks win-win solutions
 - Gives credit and recognition to others who have contributed

- **Results-Driven**
 - Ability create goals, timelines and benchmarks for new activities
 - Sets and maintains high performance standards for self and others that support organization and program strategic plans
 - Ability to self-motivate to achieve results
 - Holds self and others accountable for achieving results
 - Models excellence and motivates fellow members to follow example
 - Challenges self and others to achieve “stretch” goals
 - Shows passion for improving delivery of services with a commitment to continuous improves
 - Motives other to translate ideas into actions and results

- **Mission-Focused**
 - Communicates effectively the program’s work to engage and energize members, donors, volunteers, advocates and all other constituents
 - Focuses own work and that of others on needs and aspiration of communities and senior volunteers

Knowledge

- Knowledge of the mission and objectives of Corporation for National and Community Service and Senior Corps

Education

- Bachelor’s degree in human services, gerontology, education or related field. Significant life and work experience may substitute for education

Experience

- Three - five of experience in effective program and volunteer management preferred
- Experience in coalition building or community organizing preferred

Skills

- Experience with computers, Microsoft Office Product, internet and information management systems
- Demonstrated understanding of grant writing and financial management practices

3. TRAVEL REQUIREMENTS

This position requires regular local and statewide travel. This travel will include overnight stays, potentially for multiple days.

4. COMPENSATION

Salary Range for this position is \$40,000 - \$44,000 based on skills and experience.

To Apply

If interested, please send cover letter and resume to Deann Cook, United Ways of Iowa Executive Director, at exec@uwiowa.org. Position will remain open until filled.