



United Ways
of Iowa



Iowa Reading Corps Program Manager Position Description

POSITION POSTED: February 9, 2024

APPLICATION DEADLINE: February 20, 2024

TO APPLY: Send Cover Letter and Resume to Becca Eastman, Becca.eastman@uwiowa.org with "Program Manager Position" in Subject Line.

Job Title: Iowa Reading Corps Program Manager

Reports To: Iowa Reading Corps Program Director

Salary Range: \$50,497 - \$55,970

Overview

Iowa Reading Corps Program Manager will facilitate program implementation to ensure all stakeholders have an exceptional experience. The Program Manager is responsible for developing, maintaining, and sustaining effective relationships with key site contacts to ensure successful program implementation and site engagement with programs. Additionally, the Program Manager maintains and cultivates relationships and manages AmeriCorps Members and community stakeholders. The Program Manager provides service sites with the training, coaching and technical support necessary to ensure successful implementation of programs with high fidelity to the model and successful completion of each AmeriCorps member term of service. This position will observe confidentiality of all members, program and organizational information.

Essential Functions

- 1. Cohort Management:** Serve as the primary organizational point of contact for a cohort of tutors. Create an exceptional service experience for tutors, striving to retain 100% of tutors during their service year and obtaining a high rate of tutors returning for a subsequent term of service. Work closely with the tutor's on-site supervisor (the Internal Coach), to provide supervision and proactive support to tutors which includes performance management through affirmation, coaching, and corrective action as necessary. Mediate tutor and coach situations to maintain positive relationships while establishing productive solutions. Document tutor performance issues and improvement plans, as necessary. Provide individualized support to members in developing and implementing a plan to serve the total number of hours required throughout the year. Regularly monitor progress towards completing required number of hours. Provide insight to the Director of Service Experience

about the challenges and opportunities in supporting tutors; provide support, as needed, to develop tools related to supporting tutors during their term of service.

2. **Program Implementation and Student Outcomes:** Regularly review student data and outcomes to monitor implementation and maximize student impact. Collaborate with the site based internal coach to ensure tutors are implementing interventions and assessments with fidelity, have full caseloads, meet minimum dosage requirements, and update data regularly.
3. **Site Partnerships:** Develop and maintain productive partnerships with sites, including principals, superintendents, tutors, teaching staff and internal coaches, and other school-based partners. Conduct in person site visits at least quarterly depending on caseload and supervisor direction (regional travel required). Work closely with all partners to ensure open, effective communication with clear understanding of program model leading to successful implementation with strong student outcomes. Work collaboratively with Coaching Specialists to respond to challenges and issues that may arise at the site. Collaborate internal coaches regarding timely collection of data from sites. Proactively source potential new site partnerships and collaborate with Coaching Specialists to ensure strong understanding of Reading Corps program model. Provide insight to the Program Director about the challenges and opportunities in maintaining site partnerships; provide support, as needed, to develop tools related to site partnerships.
4. **Compliance and Grant Administration:** Ensure compliance with program, organization and AmeriCorps rules and regulations. Monitor completion of member requirements and provide support and follow-up as necessary to each member to ensure requirements are met on a timely basis (e.g. eligibility documentation, pre-service paperwork, enrollment and exit deadlines, mid-term and end-of-term performance evaluations, required training attendance, performance documentation). Ensure member time sheets are submitted on time. Ensure the hours recorded on member time sheets are allowable. Ensure members are not engaging in any prohibited activities during their service.
5. **Training and Professional Development:** Collaborate with program director to develop, create, and conduct regular training sessions to ensure understanding of and compliance with the program. Assist as needed with training session logistics and support. Provide exceptional customer service.
6. **External relations:** With Program Director, foster and cultivate community partnerships through connection with community groups and participation in local literacy and education committees, local funder groups, job fairs and community events. Support and facilitate legislative and funder site visits.

Qualifications

Minimum Education

- Bachelor's degree (preferred)

Minimum Experience

- Two to three years program management and/or program implementation experience, preferably in a non-profit setting.

- Demonstrated proficiency in creating partnerships and working in a collaborative environment.
- Proven interpersonal skills including the ability to build relationships, solve problems, mediate conflict, and exercise sound judgment.
- Ability to balance multiple priorities and deadlines in a fast-paced evolving environment.
- Ability to structure tasks, meet deadlines and set and manage goal achievement.
- Demonstrated professional communication skills characterized by active listening, respectful two-way communication, and timely and results-oriented communication. Public speaking experience preferred.
- Proven commitment, results-driven, and solution-oriented perspective.
- Proven ability to adapt to change and innovate.
- Commitment to supporting all members and service recipients enrolled in our programs.
- Ability to work effectively in collaboration with diverse groups of people.
- Proven success navigating situations that require high emotional intelligence, with an emphasis on self-awareness.
- Proficiency with MS Office and Excel. Previous database experience preferred. Ability to utilize video conferencing effectively.

Physical Requirements

United Ways of Iowa is committed to compliance with the Americans with Disabilities Act and will make reasonable accommodations as possible to enable employees to perform the essential function of their positions. This position requires the ability to:

- Travel locally and statewide as needed
- Communicate effectively with people/groups in multiple settings within and outside the organization.
- Effectively utilize existing and emerging technology to achieve required results.
- Transporting of moderately heavy objects up to 25 pounds

This position has the option to be remote or hybrid, but the candidate must live in Iowa.

Benefits

United Ways of Iowa offers a benefit package including Medical, HSA, Dental, PTO, and Retirement.

EEOC

United Ways of Iowa will not discriminate for or against any applicant on the basis of race, color, creed, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, familial status, military service, or any other category protected by law. Reasonable accommodation provided upon request.