



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: Program Manager, Education	Reporting To: Executive Director, United for Student Success
Department: United for Student Success	Position: Full-time/EXEMPT

Purpose of Position

The Program Manager holds a crucial role in advancing Orange County United Way’s (OCUW) FACE 2024 and the United for Students Success (U4SS) Initiative. This involves actively contributing to the systematic increase of the high school graduation rate to 95% among students from disadvantaged socio-economic backgrounds. The manager oversees the day-to-day administration of grant-related activities, with a specific focus on delivering college and career awareness and preparation services to a cohort of 7th-12th grade students in Orange County middle and high schools. Additionally, the role includes active participation in identifying and cultivating potential funding opportunities. Collaborating closely with the U4SS Director and Executive Director, the Education Programs Manager provides leadership by training, coaching, and managing staff. The position also requires critical evaluation of grant outcomes and objectives to ensure the continued success and impact of the program.

This is a one-year grant-funded position and is full-time (37.5 hours/week).

Key Duties and Responsibilities

The individual in this role will assume diverse responsibilities under the guidance of the U4SS Director, encompassing coaching, program management, and collaboration with other departments. The following key duties and responsibilities outline the core functions associated with this position, subject to adjustment at the discretion of the U4SS Director:

- Coach and support U4SS Program Specialist (s) and assist staff in executing program activities and events.
- Lead, implement and manage Destination Graduation, e-Mentorship, and Youth Career Connections Programs.
 - Coordinate program logistics, outreach, and evaluation efforts.
 - Assign, track and troubleshoot tasks to successfully meet deadlines and objectives.
 - Demonstrate an understanding and practice of the principles of positive youth development in program development and implementation.
- Work closely with the Executive Director and Director, United for Student Success to refine Education Department programs, policies and processes (i.e. S.M.A.R.T objectives, evaluation plans, and grantee scope of work).
- Provide support to the U4SS Team, various Initiatives including Destination Graduation, e-



Mentorship, and Youth Career Connections as necessary.

- Manage meetings with various partners related to any of the educational initiatives.
- Conduct presentations on educational initiatives to internal United Way staff, corporate partners, educational partners, students, parents, and teachers.
- Oversee coordination of college interns, as necessary
- Oversee the outreach and recruitment of volunteers into various educational initiatives.
- Manage aspects of event planning and coordination of educational events on a quarterly basis.
- Update corporate, education, and agency list of corporate partners on CRM software
- Coordinate support for various U4SS Education Initiatives (i.e. corresponding sub-committees, campaigns, and special projects)
- Participate on and provide strategic planning to the U4SS Leadership Committee with its Director
- Coordinate U4SS meetings and follow-up tasks (i.e. lead communication and coordination efforts, compose and distribute meeting notes to committee members, respond to general U4SS inquiries, etc.)
- Develop and manage budgets for programs, ensuring efficient use of resources.
 - Maintain an accurate expense log, tracking expenditures and ensuring adherence to budgetary constraints.
- Provide support to outside vendors and contractors, as assigned.
- Attend relevant meetings, trainings, workshops, outside events, and organization-wide activities.
- Additional responsibilities and functions as assigned.

Core Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions;



follows through on commitments.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Job Requirements /Technical Knowledge

- Bachelor's degree in education, social work, communications or related field required; Master's degree preferred.
- 3+ years of experience in the field of student support programming, preferably including a combination of facilitator and administrative experience, in school and/or out-of-school time settings.
- 2+ years of experience working in a supervisory/management position strongly preferred.
- 2-3 years of experience with youth support programming, mentorship, and/or community outreach.
- Proven record of excellent writing.
- Demonstrated record in achieving results with low-income youth and teens.
- Proven experience in guiding the development of curricula by other educators.
- Familiarity with research-based approaches to hands-on, experiential, community-based, and/or project-based learning models, differentiated instruction, mixed-skill, and age grouping, culturally relevant teaching practices, formative assessment techniques, and working with English Language Learners and students who are striving learners.
- Understanding of and ability to meet performance-based outcomes.
- Ability to work on multiple projects with different objectives simultaneously.

Employment Standards

Skilled in:

- Achieving outcomes – Must be results-driven and able to demonstrate a history of meeting goals.
- Communications – Skilled interpersonal, oral and written communication skills.
- Leadership – Effective Leadership skills (e.g. committed, honest, positive, able to inspire, creative, sense of humor, etc.) with a proven track record in managing broad-based efforts with a diverse set of stakeholders and partners.
- Relationship building – Experience in building and maintaining relationships with business, education, and community partnerships is critical.
- Organizational management – Excellent project management and multi-tasking skills.
- Problem solving – Collaborative in planning, decision-making, and seeking various solutions to resolve issues.
- Management – Ability to work independently, yet is highly team oriented to support all programs. Ability to upwards as well as downwards manage team.

Compensation

- Commensurate with experience, education, and market – \$66,560 to 85,000; competitive benefits.



Physical Demands

Physical demands are representative of the requirements necessary for an employee to successfully perform the essential functions of this position. The employee is required to actively listen and communicate clearly. The employee is required to stand and publicly speak. The employee is required to walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another, and stoop, kneel, crouch or crawl. Vision abilities required by this job include close and far. Ability to operate a computer keyboard and mouse, and lift files and reports is required.

The employee is required to talk and hear. The employee is often required to sit and use their hands and fingers to handle or feel. The employee is required to stand, walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. **Reliable transportation and a clean driving record are required as the employee will need to travel throughout Orange County for events.** Set-up and take down for events. Ability to lift and carry 25 pounds. Participation in early morning and evening meetings and events will be required. The noise level in the work environment is usually quiet to moderate.

Send Resumes To:

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