



Title: Program Manager (PM) - Chatham County

Salary Range: \$26,000 non exempt staff (FTE @ 20 hours/week)

Location: Hybrid, 2-3 days in Office, Carrboro, NC

Anticipated Start date: July 1, 2025

Travel/Special Conditions/Requirements: This position prefers identification as a person in long-term recovery, current NCCPSS or Recovery Coach certification or other peer support credentials as well as experience working in a community-based youth-serving organization. The position requires evening and occasional weekend availability. Bi-lingual English/Spanish and project management experience preferred.

Qualifications: Bachelor's degree or equivalent experience and at least 2 year's working in a managerial capacity within a Human Services agency or comparable field. At least 2 years supervisory experience and/or 2 years experience providing direct service in a juvenile serving agency is required. The successful candidate will work collaboratively with the Director of Programs to increase the depth, breadth and quality of RSN programming and coordinate the support of a designated number of active program participants at one time in a county-specific area.

We strongly encourage applications from Black, Indigenous and People of Color (BIPOC) applicants; people with lived experience of substance use, mental health, or justice involvement, homelessness, or poverty; LGBTQIA+ applicants; and people with disabilities.

Additional Qualifications

- Demonstrated success managing multiple program types and a diverse program support staff.
- Proficient in using technology as an organizational tool and a willingness to work with information technology to increase program efficiency.
- Strong project management and coordination skills.
- Experience having worked in a collaborative, constructive team environment.
- Experience in coaching, and supporting individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance.
- Excellent verbal and written communication skills with exceptional attention to details.
- Personal qualities of integrity, credibility, and a commitment to and passion for RSN's mission.

Position Summary:

The RSN Program Manager (PM) is a member of the RSN program team and serves as the county-specific programming Hub, coordinating the implementation of RSN services among referrers, guardians, participants and their mentors. In addition to managing all aspects of county-specific participant engagement, the PM works with the Director of Programs and the Dir. of Operations to ensure that all appropriate organizational and program standards and grant requirements are met, and that ongoing evaluation data is collected and analyzed allowing for continued program development, overall effectiveness and satisfaction of grant outcomes.

In collaboration with the Director of Programs and Utilizing Monday.com and/or Google Workspace, the PM's responsibilities include:

Program Administration: 70%

- Participant engagement:
 - Review, prioritize and respond to county-specific referrals in accordance with RSN protocols.
 - Coordinate scheduling and facilitate the initial county-specific participant engagement match meetings for new participants, their parent/guardian and assigned mentor.
 - Manage county-specific participant files, including inputting, updating and monitoring participant information within the NC Allies community programs database.
 - Determine county specific mentor-participant pairings.
- Participant and Mentor engagement:
 - Monitor participant transportation needs as outlined in the RSN Transportation policy.
 - Monitor county-specific mentor interaction logs within each active participant and mentor match to assess the need for interventions or adjustments.
 - Monitor participant/mentor pairing throughout the 16 week engagement as outlined in the program protocol.
 - Facilitate and monitor pre- and post-program assessments and evaluation (8 Dimensions of Wellness Self-Assessment, Mentor & Participant relationship quality evaluations, Closure/Self Care Plan).
 - Collaborate with RSN team members in implementing participant and families enrichment activities, including planning, advertising, scheduling, logistics & participation as needed.
- Program development and reporting:
 - Collaborate with the Dir. of Programs to identify community partners and attend juvenile court and other appropriate collaborative meetings within Chatham county.
 - Monitor the collection of all participant data, including demographics.
 - Review county-specific mentor timesheets for accuracy on a monthly basis.

Participant-related Communications & Collaboration: 15%

- Communicate to county-specific referrers, parents/guardians and participants throughout the 16 week program to oversee and monitor each participant's progress.

Mentor Support: 15%

- Provide support and coaching to mentors related to their active matches.
 - Share additional community resources with the mentors when appropriate.
 - Encourage mentors to use community resources to meet the needs of their participants.
- Co-facilitate monthly mentor meetings, including recognition and celebration of mentors.
- Provide technical support to mentors in completing timesheets when necessary.
- Collaborate with the Dir. of Programs and other county-specific PM's to identify and/or facilitate community education (in-service) training for mentors.