



Title: Program Manager (PM)

Salary Range: \$45,500 (35 hours/week) exempt staff

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

Anticipated Start Date: August 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 as well as 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.

Position Summary:

The RSN Program Manager (PM) is a member of the RSN program team and serves as the programming Hub, coordinating the implementation of RSN services among referrers, guardians, participants and their mentors within our service area. In addition to managing all aspects of participant engagement, the PM works with the Director of Programs(DP) and the Dir. of Operations (DO) 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 referrals in accordance with RSN protocols.

- Coordinate scheduling and facilitate the initial participant engagement match meetings for new participants, their parent/guardian and assigned mentor.
- Manage participant files, including inputting, updating and monitoring participant information within the NC Allies community programs database.
- Determine mentor-participant pairings.
- Participant and Mentor engagement:
 - Monitor participant transportation needs as outlined in the RSN Transportation policy.
 - Monitor 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 as documented within the RSN protocol.
 - Collaborate with RSN team members in implementing participant enrichment activities and special events, including planning, advertising, scheduling, logistics & participation as needed.
- Program development and reporting:
 - Provide feedback regarding program-specific policies and procedures and work with the DP and DO on revisions where necessary to improve program effectiveness.
 - Review mentor timesheets and interaction logs on a monthly basis for accuracy and completeness.
 - Manage the collection of all participant data, including demographics.

Participant-related Communications & Collaboration: 15%

- Communicate with 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.
 - Troubleshoot any mentor/participant challenges and assess the need for the initiation of an improvement plan or other appropriate interventions.
 - Encourage mentors to use community and other resources to meet the needs of their participants.
- Collaborate with the Interim Dir. of Programs to identify and/or facilitate continuing education (in-service) training for mentors.
- Co-plan and co-facilitate monthly mentor meetings, including recognition and celebration of mentors.
- Provide technical support to mentors in completing timesheets and other administrative tasks when necessary.

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.