

Job Title: Program Operations Manager
Reports To: Executive Director (ED)
FLSA Status: Exempt
Last Modified: July 21, 2017



About KAN-WIN:

KAN-WIN is a non-profit, community-based organization that supports Asian American women and children victims of domestic violence and sexual assault in Chicago and its surrounding suburbs. KAN-WIN's services include 24-hour domestic violence crisis line, counseling, legal/social benefits advocacy, Transitional Housing and Children's program, and community education/outreach. Please visit our website to learn more. www.kanwin.org

Job Summary

Program Operations Manager (POM) is a senior role and involves overseeing and evaluating KAN-WIN's direct service programs. POM ensures that direct services are running in accordance with the organization's long-term goals with efficiency and meet the expectations and needs of the community members.

Program Management & Administration

- Establish and implement best practice standards.
- Develop budget and cost controls for service areas.
- Assist in overseeing the government contracts incl. funded projects' goals and objectives and unmet needs.
- Coordinate outcome measurement of services and programs and include the data to quarterly reports to funders.
- Provide input to the KAN-WIN's management team based on research and knowledge of new and emerging programs and evaluation results.
- Maintain KAN-WIN's service and programs' statistical data and report to the ED regularly (quarterly).
- Develop and implement evaluation of services.
- Implement assigned responsibilities such as tasks related to the organization's special projects/campaign/strategic plan, and/or collaborative activities with other agencies.
- Coordinate activities with contractors to obtain optimum services and utilization of human resources, IT, and equipment.
- Performs administrative activities associated with the effective management of compiling, storing, and retrieving service data.
- Performs other related duties as assigned.

Staff Supervision

- Provide supervision to direct service team members; work with direct service staff members and provide clinical supervision; ensures all established costs, goals and objectives, and service delivery meets grant commitments.
- Determine direct service staff positions' main duties to accomplish program goals and objectives.
- Work with program staff and establish yearly program goals and objectives.
- Assist in overseeing the management of day-to-day operations of KAN-WIN's direct services team including case management, counseling, advocacy services, etc.
- Train and ensure all direct service team members are aware of and comply with organizational policies, procedures, and regulations.
- Provides guidance to the service team regarding personnel requirements, funder's requirements, and facility and equipment needs.

Organizational Responsibilities

- Share 24-hour crisis hotline duties for evenings and/or weekends.
- Work with staff to provide direct services.
- Participate in the organization's outreach and education efforts.
- Assist and participate in organizational activities such as program development, grant writing, fundraising, and office administration.

Qualifications

- Must have an understanding and commitment to the mission and philosophy of KAN-WIN.
- Minimum two years of supervising experience
- Minimum three years of direct service experience
- Public relations experience/knowledge highly desirable.
- Strong leadership, organizational and communications skills.
- Proven ability to develop and maintain effective working relationships with all stakeholders.
- Strong understanding of the culturally sensitive approach
- Bilingual in Asian language/s
- Experience in grant writing
- Desire to have LCSW

Benefits:

Medical Insurance, Retirement plan, progressive paid time off (1st yr – 17 days), Various professional development opportunities.

INQUIRIES AND CORRESPONDENCE:

Youngju Ji, Executive Director | Fax: 847-299-4717 | Email: yji@kanwin.org