



Job Title: Berthoud Program Manager
Reports To: Assistant Director – Berthoud

Department: Berthoud
FLSA: Full-Time, Non-Exempt, \$20 *DOE*

Organization

Founded in 1961 in Loveland, House of Neighborly Service assists and advocates for people challenged by the effects of poverty or situational crisis by providing basic need services. Since 1989, HNS has been a vital resource for the Berthoud community, offering help, resources, and support to those in need.

Overview

The Berthoud Program Manager is responsible for the successful execution of the Berthoud HNS Programs. The position is the primary driver of programmatic outcomes, data-driven program assessment, program team support, program development, and coordination. This position oversees the Resource Navigation Program, the Food Program, the Clothing Program, and the Tutoring Program. This position reports directly to the Assistant Director - Berthoud.

Responsibilities

Specific duties include but are not limited to:

- Oversight of the following programs: Food, Clothing, Resource Navigation, including the Family Navigator and Senior Mobile programs, to ensure clients have access to relevant HNS basic needs services and other applicable community resources.
- Oversee all program elements, including working with program staff on funds distribution, tracking, and monthly reporting.
- Lead or support discussions related to program policy enforcement and development; monitoring consistent application of program policies and addressing problems.
- Actively participate in all required monthly staff meetings, professional meetings, and trainings.
- Coordinate the annual special program, including: Holiday Programs and Scouting for Food event.
- Assure all services provided are within HNS guidelines and philosophies.
- Model non-discriminatory practices in all activities.
- Comply with and support suggestions and policies set by HNS leadership.

Child or Older Adult Safety

- If needed, report to Department of Human Services if there is any reason to believe that a specific child or older adult is being abused or neglected.

Community Partnerships

- Develop relationships with community partners, with an added focus on client resources, and serve as liaison between community resources and staff/clients to ensure effective collaboration.

Requirements:

- Understanding of HNS's mission and positively represent the agency both internally and externally.
- Bachelors Degree in related field, prior human services experience, or life experience preferred.
- Demonstrates skills critical to successful resource navigation including advocacy, interdisciplinary collaboration, and crisis management.

EQUAL EMPLOYMENT OPPORTUNITY

House of Neighborly Service (HNS) is dedicated to the principles of equal employment opportunity to all individuals based on job related qualifications and ability to perform a job, without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, marital status, genetic information, or any other applicable status protected by state or local law. In addition, HNS will provide reasonable accommodations for qualified individuals when appropriate.

- Excellent verbal and written communication skills.
- Ability to respond safely to emergency situations.
- Knowledge of local community resources.
- Respect and sensitivity to the needs and rights of others, including those with different cultural, racial, sexual, religious, or ethnic identities.
- Skilled in engaging and connecting with the targeted population of HNS; culturally sensitive and aware.
- Excellent organization, time management, critical thinking, and team partnership skills.
- Skilled in online documentation and use of database systems.
- Proficient in Microsoft Office and Google applications.

Culture

- Approach daily tasks, projects, and follow-up communication with energy, excellence, and thoroughness.
- Show respect and appreciation for others, including HNS and Life Center clients and partners.
- Be punctual to work and meetings.

Servant Leadership

- Genuine interest and action in helping others.
- Genuinely and consistently treat co-workers, donors, and Life Center partners like they are the most important person including eye contact, a smile and a genuine “Thank you”.

Teach-ability

- Consistent eagerness to learn, listen, apply knowledge, and accept feedback.
- Strong initiative and vision for continuous improvement while contributing to a positive team atmosphere.

Dress Code

- Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for donors, volunteers, and co-workers.

Efficiency

- Demonstrate pride and ownership of their work while meeting expected deadlines.

Staff

Date

Human Resources

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