



## Ivy House

Sharing God's love with families by providing a safe and caring place for kids to stay.

JOB TITLE: Program Manager  
REPORTS TO: Executive Director  
HOURS: 40 hrs/week (including some evenings, weekends, and holidays)

### POSITION SUMMARY

The Program Manager oversees the three main programs at Ivy House. This includes the Childcare, Family Advocacy, and Basic Needs programs. Duties include scheduling staff and volunteers to provide childcare and managing staff training. The program manager manages DHS regulations and ensures Ivy House follows all DHS requirements. This person also assists children & families with basic and spiritual needs are being met.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide effective and inspiring leadership and stewardship of Ivy House by being actively involved in all programs and services. Implement and lead a continuous quality improvement process throughout program areas, focusing on systems/process improvement. Promote regular and ongoing opportunities for all staff to give feedback on program operations.
- Acts as the Authorized Agent for Ivy House, becoming knowledgeable about DHS licensure and ensuring all regulations are met.
- Partners with the Executive Director to represent Ivy House with external constituency groups, including community, governmental, and private organizations.
- Oversees all aspects of program management, including addressing safety concerns, childcare staffing coverage, staff training, and providing healthy meals.
- Ensures that all program activities operate consistently and ethically within the mission and values of Ivy House.
- Provides programmatic leadership and input for all strategic planning processes with the Executive Director and staff.
- Assists Executive Director in hiring new staff.
- Performs other duties as assigned.
- Actively engage with community partners to reach out to families that could benefit from Ivy House services.
- Works alongside Family Advocate to determine needs and assists in finding resources to meet those needs.
- Assists childcare staff when needed to provide appropriate care for children.
- Reviews all paperwork to ensure it meets DHS licensing standards.
- Assists people who may be in crisis, providing supportive and caring intervention.

### EDUCATION/EXPERIENCE

- Minimum requirement, Associate’s degree; Bachelor’s degree preferred.
- Two or more years’ experience working with families.
- Minimum requirement, Associate’s degree, Bachelor’s degree preferred.
- Experience with managing or assisting management of programs.

SKILLS/KNOWLEDGE/ABILITIES

- Knowledge in family systems and child development.
- Cultural competency.
- Ability to effectively communicate verbally and in writing.
- Ability to exercise assertiveness.
- Strong interpersonal skills.
- Ability to maintain high levels of confidentiality.
- Ability to work as part of a team and provide team leadership.
- Able to work without direct supervision.
- Basic computer skills.
- Ability to manage crisis situations effectively and problem solve.

PHYSICAL DEMANDS

- Required to frequently sit, stand, bend, stoop, and walk, sometimes for extended periods of time.
- Required to lift/move objects weighing in excess of 40 pounds.
- Must have visual, hearing, and learning capabilities sufficient to perform the essential functions defined above.

ENVIRONMENT AND SCHEDULING

- Comfortable serving families within the Ivy House Faith based environment.
- Must have reliable transportation available on a 24-hour basis.
- Must be flexible in training and scheduling work shifts.
- Maintain at least 75% of working time as on-site hours.
- Duties involve contact with parents/guardians and family members who may be experiencing a crisis.

TRAINING

- Annual Ivy House Trainings as required by DHS.
- Obtain and maintain First Aid and CPR certification.
- Plus additional trainings approved by the Executive Director annually.

Must have satisfactory completion of DHS background check.

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Employee signature

Date

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Executive Director signature

Date