

Program Support & Development Manager

Hours

- Average 30 hours per week, not to exceed 40 hrs per week
- Mon-Friday 9a-3p,
- On-call evenings and weekend remotely for transportations inquiries
- Saturdays or evenings for Join The Herd intakes

Reports to Miya Brown

Job brief: this role will provide administrative support to the programs and the Director of Business Operations and Finance. The major responsibilities fall within the following functions:

- Marketing and Community development with the beneficiary target market
- Processing referrals and accepting participants into our Join the Herd Program
- Ensuring Compliance with client files
- Supporting referrals to other programs for our programming teams
- Coordinating transportation for both farms

Specific roles and responsibilities are listed below.

Job Description

Program Administration (12 hours a week)

- Leads referral process
 - Ensures that JTH participants and referral sources receive adequate communication and follow-up prior to intake
 - Cultivates and maintains relationships with CORRAL's key referral sources including court counselors, school social workers, partner organizations, and CPS
- Transportation
 - Coordinates transportation for JTH & RA as needed for both farms
- Manages Participant Intake, termination, and file compliance for Join the Herd
 - Oversees and completes JTH Intake, to include getting families here to sign paperwork and orienting the family to JTH
 - Inputs all data into NC Allies and SF for outcome measures and monitoring
 - Ensures that all participant paper files are up to date and complete in order to meet any and all grant compliance
 - Updates referral sources every 30 days with progress in JTH and documents in SF
- Assists with RA participant application and intake process
 - Acts as a point of contact for referring agencies & treatment teams of current participants
- Assists programming staff with data collection

Program/Corporate Liaison (1 hours a week)

- Acts as main liaison for Programming in Corporate Team strategizing
- Helps maintain the program's brand integrity in marketing and communication

Community Relations and "Sales" (10 hours a week)

- Establish and maintain relationships with Community Partners for the purposes of serving CORRAL's girls and their families
- Support Programming Team members in connecting families or girls in need with available resources and services.
- Maintain CORRAL's Community Resource Database updated.
- Create brand awareness for CORRAL with peer-organizations and strategic partners. Act as liaison in meetings and other spaces about CORRAL's mission, programs, outcomes, and population.
- Supports Corporate Strategist in building program-related Strategic Partnerships
- Responsible for implementing communication structure and processes that increase caretakers and families buy-in from JTH to RA. Trains and collaborates with other key roles in the organization in the success of this strategy.

Alumni Network (1 hour a week):

- Organizes annual alumni get-together @ Gala event
- Provides communication to create connections with our alumni
- Conducts the annual alumni survey with a commitment to statistical fidelity

Champion Management

- Leads Transportation team
- Leads transportation volunteers to ensure CORRAL participants are present and on time for sessions
- Grows transportation team members as champions for the cause

Office Administrator

- Reconcile program receipts each month
- Help submit JCPC and COR monthly reports
- Help with other financial duties as assigned (Load pex cards, scout grants, etc)

General Support of Corporate Team's Fundraising Strategies, Campaigns, and Events. (3 -5 hours)

Key Performance Indicators:

- Meet the annual goal for total number of girls in Join The Herd
- Report on waitlist to leadership when it is either too high or too low
- Ensure that girls served in Join The Herd have a risk score of over 12 or are referred from high-risk referral sources
- Stay within the Transportation Budget annually
- Ensure Join the Herd paper files (including signed ISPs) are printed and filed in either Neuse River OR Kildaire Farm office under locked key
- Ensure that no more than 1 working day pass between receipt of referral and notification to referral source
- Ensure that no more than 7 days pass between receipt of referral and notification of participants' guardians that we received the referral (at which time you explained next steps in process to parents- note this communication in activity on the SFDC profile)
- Ensure that 40% of JTH girls who are court involved (annually) and that 70% of JTH girls from priority referral partners (annually)
- Ensure that the number of days to terminate JTH participants in NC Allies after completion of program completion is less than 7
- Ensure that the # of days after completion before referral source and guardian are notified of termination (in writing) and recommendations made in writing for future treatment is less than 7
- Ensure that the number of day after completion before risk profile is updated for each participant is less than 7
- Ensure that 95% of participant profile are 90% complete
- Ensure that the # of days from Referral to Admission or referral to outside agency is within 2 rounds from date of referral.
- Support that 88% of youth successful/satisfactory complete JTH and that 65% successfully complete
- 10% of your volunteer team is engaged at the S-level and 80% are participating