

Job Title: Program Manager

Organization: Permian Basin Gifts of Hope

Location: Midland, TX

Closing Date: Open until filled

Job Description:

The Program Director of Gifts of Hope leads all program activity in management of the daily operations of the organization consistent with the leadership provided by the Executive Director and Board of Directors.

I. ORGANIZATIONAL RELATIONSHIP(S)

The Program Director is responsible to and works under the direction of the Executive Director.

II. PRINCIPAL RESPONSIBILITY

The Program Manager is responsible for the overall administration of programs, functionality of Hope House, program development, personnel and volunteer administration, community/public relations, and Board relations as related to programs.

III. KEY RESPONSIBILITIES

The Program Manager will be responsible for the following:

Mission & Program:

- Thoroughly understand Gifts of Hope and its mission and policies, culture, values, history, key stakeholders, programs, finances, and strategic plan;
- Is a public face of Gifts of Hope and is responsible for the daily operations and maintenance of Hope House;
- Coordinates services for Gifts of Hope patients with Texas Oncology and MMH;
- Ensures the maintenance of patient, doctor and affiliate databases as well as dashboard reports that measure effectiveness of Gifts of Hope's programs;
- Services and activities conform to HIPPA and other federal and state regulations;
- Ensures that appropriate programs and services are provided in the service area consistent with priority needs and the mission;
- Competently manages and balances the requesting patient needs as per Gifts of Hope policies and procedures;
- Maintains a depth of understanding of program histories, current program successes and potential for future innovations;
- Stay abreast of philanthropic, economic, and social and community trends related to services for cancer patients on the Permian Basin; ensure that staff and board are informed of changes in trends and initiatives that might impact the organization;
- Recommend policies and procedure consistent with best practices for the management of Gifts of Hopes programs;
- Ensure that staff, volunteers and Board observe ethical best practices for the industry.
- Oversees the volunteer program and scheduling that are program related.

Public Awareness & Accountability:

- Conform with and abide by all regulations, policies, work procedures, and instructions;
- Increase visibility of programs and services and maintain good public relations in collaboration with marketing and development personnel and board members.
- Attends awareness events.

Financial Management:

- Assures adequate control and accounting of all program expenses and reporting.

Fundraising:

- Attends fundraising events.

IV. PERSONAL CHARACTERISTICS

The Program Manager must be:

- Someone committed to and enthusiastic about the mission and vision;
- A strategist who is adept at planning, prioritizing, organizing and following through;
- A superior communicator;
- An individual with credibility, good judgment, honesty, integrity, trust, and the ability to motivate others in a similar vein;
- One who shares information readily, listens as well as gives advice and respects the abilities of others; and
- A person who presents a high degree of maturity, sophistication, self-confidence, flexibility and caring.

V. CRITICAL COMPETENCIES FOR SUCCESS

- Organization and Mission Focus - Looking across the organization for opportunities to apply ideas that expand influence and impact. Role modeling patient-centric values.
- Program Acumen – Develop a depth of understanding of program histories, current program successes and potential for future innovations.
- Financial Management – Oversee the program discretionary spending and recording.
- Talent and Relationship Development – Possess the capacity to identify, observe and contribute to management and staff development; ability to model appropriate words and actions; ability to gain credibility and build relationships across functions and cross-culturally, among multiple constituencies.
- Thought Leadership - Demonstrate innovation, intention, and quality of contribution to program, advocacy, training and research activities. Intellectual curiosity and a learning orientation for her/himself and the organization.
- Communications – Possess ability to articulate, persuade, engage, and listen effectively. Ability to use different methods of communication appropriately. Skilled at delivering strong and compelling presentations.

How To Apply

To apply, send resume and cover letter to Fatima Castillo at Fatima@giftsofhopemidland.org.