



## **Program Manager** ***Job Description***

### **Job Summary**

The Program Manager organizes and carries out the the day-to-day duties and execution of Compañeros' various programs, which include bilingual services rendered in the office as well as events, workshops, and outreach out in both the immigrant and non-immigrant community. The Program Manager manages much of Compañeros media and communications, including social media posts and newsletter emails. Since the Program Manager is primarily client-facing, this position will require advanced proficiency or fluency in both Spanish and English as well as the usage of Customer Relations Management (CRM) software to track services provided to clients.

**Reports to:** Executive Director

**Supervises:** Community Coordinator, Community Advocate, Volunteers & Interns

**Employment:** Part-time, exempt

### **Duties and Responsibilities:**

#### **Community Organizing**

- Develop and maintain positive relationships with leaders in the immigrant community, allies in the community, and other local organizations (schools, other nonprofits) Plan and participate in monthly community events for immigrants
- Assist with Spanish-English conversation club
- Organize and facilitate events for allies such as panels and film screenings

#### **Education Outreach**

- Assist in the creation of effective outreach strategy
- Organize and hold educational trainings and workshops out in the community and in the homes of immigrant clients.
- Assist in the creation of Spanish language educational materials (flyers, documents, social media posts) on subjects such as Know Your Rights or Immigrant Family Preparedness
- Distribute materials door-to-door in immigrant neighborhoods

#### **Bilingual Assistance**

- Provide bilingual assistance to clients in the office during regular hours
- Track client intake in CRM software

- Assess client needs and think critically to find necessary resources and information and determine a correct course of action
- Assist clients with navigating systems and service providers (the court system, social services, other nonprofit organizations)
- Translate birth certificates and other documents
- Become certified as an Authorized Provider to be able to assist with immigration paperwork

#### Data & Evaluation

- Consistently record all client intakes and services rendered to track program efficiency
- Learn to use Customer Relations Management (CRM) software to access, retain, and use this information

#### Media & Communications

- Answer general calls and questions, record messages
- Manage mass text communications to both allies and clients
- Manage Compañeros social media and create and publish relevant posts
- Learn and follow effective social media strategy to inform media usage
- Use MailChimp to write and send email newsletters to our supporters
- Assist in the creation of printed materials including rack cards, tri-folds, and newsletters

#### Management & Administration

- Oversee and work with part-time Community Coordinator
- Assist in volunteer recruitment, orientation, scheduling, and supervising
- Coordinate the Compañeros Volunteer Income Tax Assistance (VITA) site

#### Qualifications:

- ***Spanish proficiency/fluency is a requirement for this position***
- Bachelor's Degree preferred
- Ability to communicate clearly and effectively in both verbal and written communications
- Close connection to the immigrant community and knowledge of immigration issues
- Candidates must be well-organized and professional, as well as capable of handling multiple projects at once
- ***Evening and weekend work is occasionally required***

#### Compensation:

- This position entails 20-24 hours of work per week at a rate of \$15-17/hour depending on qualifications and experience
- Pro-rated subsidies for health insurance are offered with this position

*To apply, please visit [companeros.org/jobs](http://companeros.org/jobs) to upload your resume, cover letter, and any reference letters. Applications will be reviewed and processed in the order they are received until a hiring decision is made. To learn more about Compañeros, please visit our website at [www.companeros.org](http://www.companeros.org)*