



Program Manager

Position Overview

For 28 years, Families First (www.families-first.org) has strengthened vulnerable families by providing high-quality parenting education and support programs. Most recently, we pioneered our *Power of Parenting* program, through which parents participate in twelve weeks of comprehensive programming held at a partner site in their neighborhood and four weeks of online complementary learning. The Program Manager will be responsible for ensuring the successful delivery of the *Power of Parenting* program at multiple sites in the Greater Boston Area. This is an exempt, full-time position and will report to the Director of Programming. Professional Development opportunities will be available during the year.

Responsibilities

- Manage the recruitment and retention strategy by guiding the development of the outreach plan, attend recruitment events, and monitor recruitment and retention plan implementation
- Ensure the recruitment of at least 20 parents and monitor the retention efforts resulting in the graduation of at least 10 of them
- Train and support parent leaders on outreach strategies and mobile app usage
- In collaboration with Families First Administrative Assistant, monitor parent usage of app
- Maintain high-quality ongoing relationships with program partners and Parenting Educators
- Coordinate scheduling and organization of workshop delivery with program partner site personnel, assign Parenting Educators to specific programs, and provide other needed logistical support
- Other duties as assigned

Qualifications

The Program Manager should have a Bachelor's degree, 4+ years of family and community engagement experience, and 2+ years of experience successfully managing programs/projects. The ideal candidate should have the ability to understand technical concepts and be proficient in Word, Excel, and PowerPoint. Strong written and verbal communication/interpersonal skills, excellent organizational skills, attention to detail, and flexibility are must-haves. Salesforce experience is a plus, and experience working in culturally diverse environments and a deep understanding of issues related to diversity and cultural competence are desired.

Candidate needs to be available to work some nights.

Please submit cover letter and resume to:

ffhr@families-first.org

Families First is an Equal Opportunity Employer and actively seeks a diverse staff that reflects the communities it serves.