



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Job Title: Program Manager (12-month program)
Department: Strategic Initiatives
Reports To: Chief Operating Officer
Location: Newport News

Summary: The Program Manager works in collaboration with the Chief Operating Officer and other Senior Leadership as colleagues and community partners to shape and lead our Workforce Development Programs and Initiatives. The Program Manager will possess demonstrated ability to successfully convene partners, employers, and clients to execute programs and initiatives. Must have a positive track record in working effectively with multi-ethnic, multi-cultural communities.

EDUCATION and/or EXPERIENCE: Bachelor's Degree in a field related to Business Administration or comparable experience, and/or certifications in related fields or 5 years of equivalent experience. Experience in human resource management, business environment a plus. Expertise in MS Office-Excel, PowerPoint, and Word. Must possess and maintain a valid driver's license. Criminal record check and credit report required for employment. Strong software capabilities to analyze the business and develop presentations to include: Excel, PowerPoint or Prezi are required. Adept at networking, building relationships, and community engagement. Ability to work across the organization to deliver solutions that meet internal and external objectives

Qualifications: Working knowledge of the principles and practices of workforce and economic development, business administration, organizational behavior, organizational development, strategic planning, resource allocation, public relations, and leadership techniques; proven facilitator, trainer, instructor, or effective teaching experiences.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Serves as the central point of contact for partner businesses and organizations.
- Ensures all partners receive required training to participate in the program, to include an overview of policies and procedures.
- Conducts periodic job site visits to ensure partner and participant compliance with established worksite agreements.
- Serves as liaison to HRCAP finance team and outside vendors to ensure payroll and program related expenses are recorded and paid timely.
- Responsible for organizing, supporting and providing direction to program staff and participants.



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- Ensures all worksites are DOL complaint and has documented safety procedures in place prior to participants start date.
- Serves as facilities and safety coordinator for programs and services.
- Develops, and maintains and oversees compliance with policies and procedures related to participant program eligibility and participation. Interprets and applies local, state, and federal policy and procedure to enhance program service delivery.
- Serves on departmental committees, community boards and/or commissions to advocate for participants and develops a network of resources that address the needs of program participants.
- Assists with maintaining and auditing program participant records. Conducts periodic counseling sessions with participants to ensure each is adjusting to and complying with the program requirements and is progressing on job work sites.
- Manages recruitment, selection, orientation and participant assignment for program staff. Routinely evaluates performance and provides intervention as needed to provide corrective actions based upon established performance expectations, program goals and objectives.
- Develops and maintains relevant data collection in order to regularly analyze program data and completes reports as required.
- Performs other duties as assigned.

Skills Required : The ability to generate reports, submit grant updates and manage timelines. Strong analytical skills, business acumen and the ability to achieve desired outcomes working with cross-functional teams with and without direct reporting relationships. Relationship building skills with leaders in government, business, higher education and other related industry groups and associations. Helps establish performance measures and monitors outputs and outcomes. Comprehensive understanding of contract management, data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation. Ability to work independently, take initiative and be an effective team member. High-level communication and interpersonal skills a must. Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.