



Hampton Roads Community Action Program

2410 Wickham Avenue

P.O. Box 37

Newport News, VA 23607

JOB DESCRIPTION

Program Operations Manager

(12-month grant funded position based on renewal funding annually)

Purpose of Position:	To develop, oversee and help implement programs and services that support the organization vision, mission, goals and plans, both short and long term. It will build strategies, facilitate planning and drive change activities to maintain operations, competitiveness and meet the needs of stakeholders. This position will manage assigned COVID-19 programs to include planning, implementation, tracking and reporting impact. The position will work in collaboration with senior leadership to monitor progress, generate revenue and work with target audiences to achieve the goals and outcomes established by the agency.
Classification:	Exempt
Supervisor:	Chief Operating Officer
Salary:	Negotiable

Skills Required

- The ability to develop project proposals, reports, service agreements, RFP's, grant applications, timelines, budgets as well as other documents and presentations.
- 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.
- 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.
- Proficiency in program development and cultivating public and private partnerships.

Responsibilities

- Provide support for program administration and major agency initiatives.
- Works closely with internal departments to track related legislation, prepare position papers and monitor local, state and federal policies independently and in conjunction with the Virginia



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Community Action Association (VACAP) and the National Community Action Partnership (NCAP).. Develops plans for the VA General Assembly and visits with elected officials.

- Provide program support for daily operational functions to include leading teams, developing plans and SOP's, grant writing, evaluation and technology support. And community needs assessments Develop funding strategies and establish key funding partnerships with foundations, local government, the Virginia General Assembly, United Way, business and community organizations.
- . Ensure effective sustainability efforts for programs and services including CNI. Procure, track and report in-kind contributions and volunteer related to fundraising efforts.
- Coordinate key events including partner updates, testimonial programs and volunteer recognition.
- Respond to inquiries from clients and other constituents as directed by the CEO and COO..
- Collaborate with elected officials, economic development, planning, housing authorities, education and social service departments in local jurisdictions to increase regional footprint and support.
- Represent the Chief Executive Officer (CEO) in a variety of community engagement activities and media forums. Coordinates special projects and provides reports to the CEO.
- Collaborate with economic development, planning, housing authorities, education and social service departments in local jurisdictions.
- Provides weekly, monthly, quarterly, and annual reports on the outcomes and progress according to reporting guidelines.
- Other duties within the scope of this position may be assigned.

Qualifications

- Bachelor's degree in field related to business administration, or comparable experience/and or certifications in related field. Experience in education, social work or systems management a plus.
- Five (5) years program management experience.
- Expertise in Office365 with proficiency in Outlook, Excel, PowerPoint, and Word.
- Must possess and maintain a valid Virginia driver's license with proof of insurance.
- Must be available to attend evening and weekend meetings.
- Criminal record check and credit report required for employment.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 A.M. to 5:00 P.M. Monday through Friday.

You can also visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA, 23607 or email resume and application to: hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer