

# Fostering an Equitable, Engaged, Empowered Community



CAREER OPPORTUNITY:

## Program Manager Central Iowa HealthWorks

Position Posted: 2/5/2024

Application Deadline: 2/16/2024

- To apply, please send a cover letter and resume to [careers@unitedwaydm.org](mailto:careers@unitedwaydm.org)
- For more organizational information, please visit [www.unitedwaydm.org](http://www.unitedwaydm.org)

### Organizational Summary

For more than a century, United Way of Central Iowa (UWCI) has played a unique role in bringing together people and organizations from every corner of central Iowa to create and implement initiatives that address the community's most pressing needs. UWCI has purposely leaned into its expertise and has sought out the expertise of others in the community to ensure lasting impact. Our overall strategy – United to Thrive – creates an imperative that all individuals in the community should not just survive but thrive. The United to Thrive focus areas include Essential Needs, Early Childhood Success, Education Success, Economic Opportunity and Health and Well-Being.

United Way of Central Iowa employees are passionate about our mission of improving lives so individuals in our community can thrive, not just survive. If you are an individual seeking a career aligned with our purpose and passion in assisting others to succeed, please consider joining our team! This opportunity provides a competitive wage and robust benefits package, a hybrid remote work schedule, a \$1,600 new hire sign-on bonus, mileage reimbursement of \$.67 per mile and cell phone reimbursement of up to \$60 per month.

### Position Summary

United Way of Central Iowa is seeking a Central Iowa HealthWorks Program Manager to oversee a federally funded program to help individuals seeking careers and career pathways in healthcare. The program provides tuition-free education, training, and wraparound services in order for participants to become self-sufficient and financially stable. The program also supports and connects with healthcare employers by creating a skilled labor market that is ready for good jobs. Central Iowa HealthWorks is a program under United Way's Central Iowa Works initiative to build solutions that help businesses, families, and our community thrive. Our programs connect employers with talented workers in jobs that provide career growth and economic success.

The Program Manager is responsible for working collaboratively with our primary project partners, including healthcare employers, public sector, and non-profit community partners to ensure and maintain the success of the program and its clients. In addition to community collaborations, this position has a wide range of duties including executing the project plan to meet goals, data collection/analysis, technical assistance, performance outcomes, reporting and evaluation, and supervision of three case managers. The program manager reports directly to the Senior Community Impact Services Officer. The selected candidate for this position will bring a sincere

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commitment to UWCI's mission and intentional focus on equity with the desire to integrate an equity perspective and framework within the program's work and outcomes that centers on diversity and inclusion.

The starting salary range is \$54,000 to \$60,0000 annually depending on experience, and the \$1,600 sign-on bonus will be provided after two full weeks of employment. We are committed to building an inclusive team; we invite candidates of all backgrounds to apply. This position offers a full benefits package, a hybrid remote work schedule, (2 days at home, 3 days in the office after 90 days of employment).

This position and program is time-limited as part of a federal federal grant and employment with UWCI will end when the grant ends on June 30, 2025.

## Essential Accountabilities Include (but not limited to):

- Manage and support three case managers who work directly with the client population for the program to ensure a client-centered approach to the work and successful outcomes.
- Oversee and maintain multiple stakeholder relationships and collaborations.
- Collaborate with the UWCI Community Impact staff and CIW staff to ensure program strategies are aligned with United to Thrive (UWCI's new strategic framework), specifically the Economic Opportunity priority area.
- Collaborate with others across the organization to ensure all facets of the program are being executed effectively and timely – including, but not limited to, finance, donor engagement, and marketing.
- Work collaboratively with the CIW team to maintain a comprehensive recruitment and retention plan for job seekers and incumbent workers.
- Liaise with community and public organizations to ensure a sufficient number of participant referrals to the project.
- Oversee and maintain data collection and analysis to meet the reporting requirements outlined in the grant agreements with the Economic Development Administration and United Way of Central Iowa.
- Monitor the program activities on a regular basis and conduct and write regular evaluations according to the project evaluation framework for both organizational and Economic Development Administration review.
- Develop and grow relationships with all employer partners, regularly solicit their input, and make sure their needs are being met through the project through regular sector partnership convenings.
- Ensure training and education offered by education partners meets all grant requirements through regular sector partnership convenings and individual meetings/communications.
- Ensure the project operates within the approved budget including monitoring and approving all budgeted program expenditures.
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks.
- Present program information to various stakeholders and community or partner groups

## Competencies:

- **Supervision:** Ability to direct, support and motivate employees to meet performance expectations and goals.
- **Communication, Oral:** Ability to send tactful and appropriate verbal messages and listen to others' responses to convey information.

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- **Communication, written:** Ability to write concise, clear letters, reports, articles or emails to convey information.
- **Equity understanding and integration:** Ability to integrate an equity perspective and framework within work areas and outcomes that are centered on diversity and inclusion within areas of responsibility.
- **Team Building:** Ability to lead, manage and motivate others with respect, service and humility to meet organizational goals while celebrating varied perspectives. Ensures that team members are actively involved with team activities and helps ensure that team members are invested in team activities and decisions, and that the team works collaboratively to achieve a goal.
- **Detail-oriented:** Ability to pay meticulous attention to new situations and apply previously successful approaches to those situations.
- **Problem Solving:** Ability to recognize courses of actions that can be taken to manage problems or potential problems and apply contingency plans to solve those problems.
- **Presentation Skills:** Ability to effectively present information to a group.
- **Adaptability:** Ability to adapt to both short-term and long-term changes in workplace conditions or needs
- **Project Management:** Ability to plan, organize, direct and control tasks to meet a specific goal.
- **Customer-oriented:** Ability to serve clients (both internal and external) by focusing efforts on meeting their needs, understanding their concerns, and seeking to build trust.
- **Relationship Building** – Ability to establish and maintain a good rapport and cooperative relationship with customers and coworkers of diverse backgrounds and experiences.
- **Decision Making:** Ability to evaluate information and select an effective suitable course of action using sound judgment.

## Experience:

- Two to five years of supervisory-level experience in education, workforce development, sector-strategies, and/or program management.
- Two years non-profit, government, or educational institution experience working with vulnerable populations.
- Understanding of sector-strategy approaches, nonprofit community resources, community, working with diverse partner groups.
- Proficient computer skills in Microsoft Office Suite and social media.
- Valid driver's license and access to a vehicle.
- Healthcare background preferred.
- Federal grant management experience strongly desired.

## Education:

- Bachelor's degree in a related field. Experience may be considered in lieu of some education.

United Way is an equal opportunity organization and all qualified applicants for employment or contract assignments will receive consideration for employment without regard to race, religion, skin color, gender, national origin, ethnicity, sexual orientation, gender identity, physical or mental abilities, genetic information, pregnancy, disability, age, family or marital status, veteran status or other characteristic protected by applicable. United Way of Central Iowa will consider qualified candidates with criminal histories in a manner consistent with the role requirements and any applicable local, state, and Federal law. If you are a job seeker with a disability, or are assisting someone with a disability, and require accessibility assistance or accommodation to apply for one of our jobs, please call 515-246-6516.