

Job Title: Program Manager, West Michigan Site

Details: Salaried, Part Time. Full Time potential. Paid time off, paid holidays, Simple IRA match. Compensation based on experience and qualifications.

Reports to: Executive Director, West Michigan Site

Children's Healing Centers (CHC) are the nation's first recreational centers for kids with weak immune systems. With sites in Grand Rapids and Ypsilanti Township, Michigan, we provide social and emotional healing in a germ-free environment. The Centers are safe havens for kids ages 0 to 26, and their families, to step away from the stress of a complex medical diagnosis to just have fun! We break down the barriers of isolation and make play possible.

The Program Manager responsibilities include:

Overseeing people

- Oversee staff including training, development, evaluation and retention of staff.
- Recruit, lead and develop program volunteers.
- Coordinate volunteer and staff schedules for program coverage.

Can you manage and empower employees to achieve their goals? Can you organize and manage volunteers and staff for efficient program coverage?

Planning, executing and overseeing programs

- Plan, execute, oversee developmentally appropriate programs for kids and parents.
- Establish calendar of programs based on Center model and unique member needs.
- Lead staff, interns and volunteers to execute programs.
- Build relationships with businesses and organizations in community and secure donated program collaborations.
- Responsible for program budget and purchasing.

Can you engage member kids and parents through play and conversation to create friendships? Can you lead staff and interns to develop and execute programs in your absence? Can you organize volunteers to help with planned activities?

Engaging prospect and current members

- Responsible to achieve member visit and usage targets.
- Develop and execute initiatives to recruit and engage member families.
- Oversee member communication.
- Call and email members to invite to programs.
- Track effectiveness in member database.

Can you recruit new members and increase participation from current member families? Can you clearly communicate via email and phone?

Qualifications:

- Bachelor's Degree in related field.
- 3+ years of experience developing and leading programs with kids.
- 3+ years of leadership experience with a direct report.
- Fluency in both Spanish and English (written and verbal) is a plus.
- Familiarity with Office 365 and computer software (i.e. Word, Excel, SharePoint).
- Must work a weekly night shift and one weekend per month (non-summer). Committed to a nontraditional work schedule.
- Physical demands include to stoop, kneel, climb/ position oneself at kids' level, move throughout Center to oversee programs and lift/ move +/- 25 lbs.
- Ability to manage Center in emergency situation.
- Meet qualifications for Center participation including annual flu vaccination.

Key Characteristics for CHC staff:

- Welcoming and engaging person, inclusive of everyone
- Passionate and committed to serving immune compromised children and their families
- Relational individual with ability to connect to both kids and adults and build trust
- Ability to put others before self, listen before talking, meet others where they are at
- Willing to do whatever is needed to make the organization a success
- Organized with a focus on detail
- Self-starter with the ability to generate and prioritize work for themselves
- Continual learner, comfortable executing projects outside of knowledge area
- Team player—believes that partnerships strengthen, everyone has valuable skills
- Can handle sensitive information with integrity and confidentiality
- Clear communication and writing skills

Children's Healing Center is an equal opportunity employer.

Please send cover letter and resume to jobs@childrenshealingcenter.org