



## Program Manager

Live & Learn AZ

<b>Title:</b> Program Manager	<b>FLSA Status:</b> Exempt-Salaried
<b>Classification:</b> Full-Time	<b>Reports to:</b> Director of Operations
<b>Location:</b> hybrid, in-office & remote	<b>Date of Last Revision:</b> May 4, 2026

### Mission

Live & Learn empowers Arizona women by providing access to education, resources, and opportunities that foster financial independence, personal growth, and long-term stability—breaking generational barriers and building pathways to a future of choice and possibility.

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### Position Overview

**Goal:**

Lead and support the Program Team to ensure consistent, effective delivery of the Live & Learn Program.

**Summary:**

The Program Manager is responsible for the implementation, oversight, and achievement of program goals, ensuring alignment with organizational priorities, grant requirements, and client needs.

**Commitment:**

This is a full-time, salaried position requiring 40 hours per week. Occasional evening and weekend work may be required.

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### Key Responsibilities

#### 1. Program Implementation & Reporting (30%)

- Lead execution of program activities aligned with organizational goals, grant requirements, and client needs
- Translate grant objectives into actionable plans, workflows, and staff assignments
- Monitor program performance, timelines, and deliverables; adjust as needed
- Ensure data accuracy and quality in collaboration with the Lead Client Coordinator
- Train staff on grant objectives, allowable activities, and documentation requirements

- Oversee timely submission of monthly and quarterly reports
  - Develop intake processes, assessments, and enrollment systems
  - Monitor and verify financial assistance requests for compliance and strategic use
  - Maintain knowledge of all client financial support offerings and eligibility criteria
  - Represent the program in funder meetings, site visits, and reporting calls
  - Utilize Charity Tracker to run reports, analyze trends, and inform program improvements
  - Provide regular updates to the Director of Operations on program performance, grant deliverables, service delivery, and any risks or challenges impacting execution
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## **2. Team Supervision & Development (30%)**

- Foster a collaborative, trauma-informed, and strengths-based team culture
  - Supervise the Lead Client Coordinator and Client Coordinators (team of 3)
  - Conduct regular check-ins, coaching, and performance evaluations
  - Monitor KPIs and implement corrective action as needed
  - Facilitate team meetings and strategic planning sessions
  - Identify and coordinate professional development opportunities
  - Promote staff well-being and healthy workplace practices
  - Establish workflows and best practices for client engagement
  - Oversee quality control of case documentation and compliance standards
  - Support onboarding and training of new staff
  - Develop and document internal processes and procedures
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## **3. Community Outreach & Partnerships (20%)**

- Represent Live & Learn in community partnerships, coalitions, and outreach efforts
  - Build and maintain referral networks and service partnerships
  - Identify collaboration opportunities aligned with program goals
  - Oversee outreach-related KPIs and team participation
  - Support participant recruitment strategies and cohort development
  - Coordinate outreach events, workshops, and joint initiatives
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## **4. Client Services Oversight (10%)**

- Review caseloads monthly to assess client needs and engagement strategies
  - Monitor client progression and address barriers to success
  - Track program outcomes and support data-driven decision-making
  - Conduct intakes and provide coverage support as needed
  - Assist with complex or escalated client situations
  - Ensure consistent communication with clients (email, newsletters, etc.)
  - Collaborate to maintain service continuity during staff transitions
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## **5. Workshops & Events (15%)**

- Oversee weekly workshop operations, including logistics and staff coordination
  - Coordinate the Live & Learn Academy workshop series
  - Ensure curriculum is delivered effectively and aligned with adult learning principles
  - Partner with Development to execute events (fundraisers, celebrations, outreach events)
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## **Qualifications & Core Competencies**

### **Human Services & Case Management Expertise (Required)**

- Extensive experience in human services or case management
  - Strong knowledge of assessment, goal planning, and service coordination
  - Experience with evidence-based practices (e.g., motivational interviewing, trauma-informed care)
  - Understanding of systemic barriers impacting individuals experiencing poverty
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### **Program Leadership & Management**

- Experience managing programs, timelines, and deliverables
  - Strong organizational and strategic thinking skills
  - Ability to use data to drive decision-making and program improvement
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### **Client-Centered & Trauma-Informed Practice**

- Advanced understanding of trauma-informed care
  - Ability to balance client autonomy with accountability
  - Experience supporting clients through complex challenges
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### **Staff Supervision & Team Leadership**

- Experience supervising and coaching staff
  - Strong communication and conflict resolution skills
  - Ability to ensure accountability and performance standards
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### **Data, Outcomes & Compliance**

- Experience with data tracking, reporting, and compliance
  - Familiarity with case management systems (Charity Tracker preferred)
  - Ability to evaluate program effectiveness using outcomes and benchmarks
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### **Partnership & Facilitation**

- Strong relationship-building and collaboration skills
  - Experience facilitating groups and public speaking
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### **Equity & Access**

- Commitment to diversity, equity, and inclusion
  - Ability to design inclusive and accessible programming
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### **Adaptability & Problem-Solving**

- Ability to navigate change and ambiguity
  - Strong decision-making and problem-solving skills
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### **Professionalism & Mission Alignment**

- Strong alignment with Live & Learn’s mission and values
  - High level of integrity, professionalism, and discretion
  - Ability to represent the organization with stakeholders and funders
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### **Education & Experience**

- Minimum of 7 years of experience in human services, nonprofit programming, or related field
  - Bachelor’s degree required (Social Work, Human Services, Psychology, or related field); Master’s preferred
  - Experience with case management systems and databases
  - Proficiency in Google Workspace and standard office tools
  - Bilingual in Spanish (preferred, not required)
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### **Compensation & Benefits**

- Salary: \$60,000 – \$65,000 annually
  - Health insurance
  - 401(k) Plan
  - Life Insurance
  - Generous paid time off
  - Flexible scheduling
  - Opportunity to make a meaningful impact in the lives of Arizona women and families
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### **Work Environment & Physical Demands**

This role operates in both office and community-based settings and may require extended computer use, communication, and participation in off-site events. The position requires managing multiple priorities in a fast-paced environment.

Live & Learn is committed to providing reasonable accommodations for individuals with disabilities.

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### **Acknowledgment**

This job description outlines the general scope of the role and is not an exhaustive list of responsibilities. Duties may change as organizational needs evolve.

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**Employee Name (Print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_