



Young Women's Resource Center (YWRC)

818 5th Ave Des Moines, IA 50309

Position Title:	Empowerment Program Manager
Reports To:	Senior Program Director
Job Status:	Full-time/Exempt
Salary:	\$44,000-\$46,000 (dependent on experience/qualifications)
Hours:	40 hours per week; flexible schedule

Summary of Position:

The Empowerment Program Manager oversees the YWRC's Empowerment programming and staff. This position implements the YWRC's Empowerment programming onsite and in schools. Empowerment programming includes six session in-school Empowerment Groups, weekly year-round After School groups onsite, bi-annual client events, and summer programming. All empowerment programming is delivered through gender-based, resiliency-focused curriculum including but not limited to the following topics: feminism, reproductive health, healthy relationships, self-esteem, body image, self-care, and healthy coping skills. The Empowerment Program Manager is responsible for **building an effective team** and **ensuring accountability** among the Empowerment Team. This individual will **instill trust** in employees, co-workers, and participants via exceptional **decision quality** and **collaboration**, ability to **adapt quickly to change, and valuing differences**. This person will have strong interpersonal skill, including written and verbal communication.

Organizational Summary:

The Young Women's Resource Center (YWRC) is a non-profit organization that supports, educates and advocates for participants ages 10-24. It is the mission of the YWRC to empower participants to be strong, self-confident and resilient. YWRC participants include anyone who identifies or has been socialized as female. Through small groups and individual support, the YWRC provides programming for all participants, no matter what they may be going through. The YWRC's unique structure features three branches of services, Empowerment, Young Moms and Counseling, to better serve the members of our community throughout various stages of life. YWRC values equity, resiliency, accessibility, community and advocacy.

The YWRC is an agency that serves and celebrates participants with a diverse range of identities including race, culture, ethnicity, class, religion, physical ability, gender identity and sexual orientation. The YWRC strives to build, maintain and support a staff that reflects that diversity. The YWRC strongly encourages members of traditionally underrepresented communities to apply, including people of color, LGBTQ+ people, gender-nonconforming people, individuals with disabilities, veterans and people who speak a language in addition to English.

Benefits:

Newly hired full time employees become eligible for benefits beginning the first of the month following the hire date. Benefits include:



- Health and Dental
- Volunteer Time Off
- Paid Time Off
- Flexible Self Care Time Off
- Family and Employee Assistance Program
- Holiday Paid Time Off
- Professional Development
- Tuition Reimbursement
- Wellness Reimbursement
- Bereavement Leave
- Parental Leave
- Voting Leave
- Worker's Compensation

Essential Job Functions

Coordination

- Develop positive relationships with clients, maintaining **participant focus** at all times.
- Effectively communicate with collaborators (school personnel, case managers, etc.).
- Provide primary assistance to Senior Program Director on all grants/reports pertaining to Empowerment Program.
- Provide primary assistance to Senior Director of Communications on all Empowerment Programming.
- Schedule in-school groups with school contacts for all facilitators.
- Co-collaborate with Senior Program Director on community outreach and collaborative partnerships as pertaining to empowerment programming.
- Lead coordination of annual client events.
- Lead coordination of annual summer program.
- Develop and schedule regular team building meetings and initiatives.
- Provide primary assistance to Senior Director on all grants/reports pertaining to empowerment programming.
- Supervise interns and other relevant YWRC volunteers as appropriate to fulfill job duties. This may include coordinating volunteer shifts, training volunteers on tasks specific to role, and minor volunteer supervision work with the Volunteer Coordinator.

Management

- Ensure all new staff members receive thorough and timely onboarding and training.
- Train, supervise, direct and cultivate growth and development of an effective team.
- **Ensure accountability** within the team. This will include, but not limited to, team leadership techniques, effective management of performance issues, including documentation and staff supervision.
- Lead the team to coordinate the delivery of services to increase effectiveness and efficiency.
- Validate and approve employee timesheets and time-off requests in a timely manner.
- Attend and actively participate in meetings and required trainings
- Display effective **communication and collaboration** at all times with all employees, community partners, participants and volunteers
- **Drive the engagement** of team, with a focus on fulfilling the mission of the YWRC, while helping your team understand and connect with the vision and purpose of the agency
- Ensure that all team members meet minimum training requirements
- Create weekly individual time for supervisees; at a minimum bi-weekly supervision
- **Value Differences**; respect and honor human diversity by demonstrating and modeling cultural competency
- Be resourceful in managing and allocating staff and materials in order to ensure effective, organized and efficient program structure.
- Demonstrate and cultivate resilience in work within the Empowerment Team



- Ensure program delivery is in alignment with the YWRC's mission, vision and values, **Drive the vision and purpose** of the agency
- Ensure program is operating within approved budget
- Approve and monitor budgeted program expenditures
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks
- Demonstrate **Situational Adaptability** by adjusting quickly to changes
- Participate in hiring for the Empowerment Team
- Follow the YWRC evaluation protocol and provide Empowerment Staff constructive feedback
- Explore new initiatives to meet client needs and service gaps.

Facilitation

- Develop positive relationships with clients.
- Prepare for and facilitate Empowerment groups within schools, after school programs at the YWRC, client events, and summer programs.
- Create and implement curriculum and meet targets as indicated by grant requirements and the agency's strategic plan.
- Maintain confidentiality.

Reporting

- Collect all necessary paperwork from clients.
- Enter client information into database.
- Monitor and track all Empowerment programming outcomes, outputs and other information needed to document agency impact and meeting reporting requirements.
- Support ongoing efforts to measure and track impact of programs for future needs.
- Ensure that programs comply with all relevant legislation and professional standards.
- Share and discuss data and lessons learned from programs with agency staff and others as required.
- Report suspected child abuse to Department of Human Services.

Additional Responsibilities

- Effectively communicate with collaborators (school personnel, case managers, etc.)
- Stay current on trends and best practices related to youth.
- Maintain awareness of community resources and make referrals as necessary.
- Attend agency meetings and additional staff trainings as necessary.
- Support YWRC fundraising events.
- Support YWRC marketing and communication efforts.
- Any other duties as assigned.

Required Knowledge, Skills, Abilities:

- Align with YWRC mission, vision, and values.
- Bachelor's Degree in a related field or equivalent experience of 4 years or more.
- 3 or more years of experience working with a diverse population of youth.
- 1 year of management/supervisory experience
- 1 year of experience with facilitation.

- Possess proficient computer skills.
- Valid driver's license, automobile insurance, and access to personal vehicle.
- Ability to obtain mandatory reporter certification.
- Strong interpersonal, communication and relationship building skills.
- Organized, flexible, creative and energetic.
- Exhibits professionalism and respect towards staff members, clients and community members: prompt communication and follow through as well as caring and respectful in communication.
- Responds to challenging comments and behavior from participants with compassion and patience.
- Demonstrates a constant commitment to improve and innovate with curriculum development and social justice.
- Knowledge of/trained in feminist and reproductive health curricula.
- Familiarity with Trauma Informed Care.

YWRC Behavioral Expectations/Accountabilities:

- Place the individuals we serve and the quality of our service first.
- Insist on excellence. Be accountable to one another. Be on time. Meet deadlines. Maintain the highest standards of honesty, integrity, and communication. Assume positive intent.
- Set a good example. Maintain a positive attitude, be proactive, take ownership and be accountable for your actions.
- Treat others with respect and dignity. Embrace diversity and inclusion throughout the organization including co-workers, volunteers, clients, board members and vendors.
- Participate. Tactfully and constructively share your thoughts and ideas.
- Take initiative. Go above and beyond. Look for ways to add value.
- Build group cohesiveness and pride through teamwork. Give ideas a hearing. Look for what's right instead of concentrating on what's wrong. When interpersonal issues arise talk directly to the individual. Do not discuss it with everyone else and spread discontent. Know when and how to apologize when something goes wrong. Focus on solutions, not blame.
- Maintain clear client boundaries around intimate relationships, the pursuit of personal benefit, emotional and dependency needs, altruistic gestures, and responses to unanticipated circumstances in order to ensure professional integrity.
- Support YWRC's mission, vision, and values. Demonstrate confidence in YWRC throughout the community.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Finger dexterity.
- Repetitive motion of wrists, hands, and/or fingers.
- Lift, carry, push, pull, or otherwise move objects up to 25 lbs.
- Close vision to read computer screen and documents.
- Speech and hearing to communicate with co-workers, clients, volunteers, board members and vendors.
- Ability to drive a vehicle/ provide proof of driver's license and vehicle insurance.



Environmental Concerns:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- YWRC is a tobacco-free building.
- Work is in an office environment.
- The noise level is usually moderate.
- Occasional attendance at evening and weekend functions is required.
- Infrequent overnight travel may be required.