



CARE TEAM PROGRAM MANAGER

Type of Work: Full-Time
Reports To: Deputy Director
Location: Los Angeles, CA

Arming Minorities Against Addiction & Disease (AMAAD) Institute facilitates personalized individual access to programs and services that foster safe, supportive, and healthy environments for people to live, learn, and develop to their fullest potential. AMAAD was incorporated through a peer-based framework and has harnessed its collective human and material resources over the years to serve multifaceted communities through transitional housing, Behavioral Health and Recovery support, and advocacy. It utilizes an approach that is especially relevant to disproportionately affected people.

The Program Manager oversees strategic direction, planning, and day-to-day operations of the Whole Person Care Program and its staff and directs recruitment activities to meet the institution's annual engagement goals. This includes partnerships with local South LA organizing hubs and supporting the development of population-specific cohorts. The role involves leading the Care Team's health and wellness initiatives, including AMAAD's HIV Testing and Navigation project, facilitating participatory educational and wellness workshops, and managing communications for relevant events, activities, and publications.

Like all AMAAD employees, the Program Manager should demonstrate a strong commitment to the mission and values of AMAAD and possess substantial expertise in all areas of responsibility. Come join an organization that is approaching a decade of unapologetically offering quality programming and services for the LGBTQ+ community in South Los Angeles.

KEY RESPONSIBILITIES

- Plans, implements, manages, and evaluates recruitment strategies that promote enrollment in the institution.
- Develops and coordinates direct promotional assets, marketing materials, and brochures to target prospective students.
- Develops and implements new avenues to promote institution programs.
- Represents the institution to various constituencies, including but not limited to professional organizations, corporations, government agencies, and non-profit organizations.
- Develops and implements strategies for increasing awareness of the institution and its programs.
- Develops and maintains relationships between the institution and other institutions and the community.
- Assists with the development of annual engagement goals; ensures goals are met.
- Develops and coordinates cohort recruitment activities.
- Develops and manages programmatic budgets; prepares all necessary reports.
- Hires, trains, supervises, motivates, and develops Care Team staff; manages schedules and workflow.
- Assigns duties and monitors the quality of work; assures staff conforms to organizational policies and procedures and government regulations.
- Provides day-to-day guidance and oversight of subordinates; actively works to promote and recognize performance.
- Keeps up to date on the overall activities of the team, identifying problem areas and taking corrective actions.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES

- Directly supervises employees within the Care Team.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and coaching employees; addressing complaints and resolving problems.

QUALIFICATIONS

- Bachelor's degree (B.A.) in education or two to four years of related experience
- Demonstrated proficiency in supervising and motivating subordinates
- Commitment to excellence and high standards
- Excellent written and oral communication skills
- Excellent presentation skills
- Basic competence in subordinates' duties and tasks
- Ability to work with all levels of management
- Strong organizational, problem-solving, and analytical skills
- Ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Proven leadership and business acumen skills
- Proven ability to handle multiple projects and meet deadlines
- Strong interpersonal skills.
- Ability to deal effectively with a diversity of individuals at all organizational levels.
- Good judgment with the ability to make timely and sound decisions
- Passion, enthusiasm, focus, creativity, and a positive outlook.

COMPETENCIES

- Problem-Solving--Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- Project Management--Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Teamwork--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Strategic Thinking--Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- Adaptability--Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Occasionally required to lift items up to 25 pounds
- California Driver's License Required

COMPENSATION

- (\$65 - \$70,000) commensurate with experience and internal equity. All employees are eligible for annual performance-based salary increases.
- We offer a comprehensive benefits plan that covers the employee medical, dental, and vision premiums. Other benefits include life insurance, generous vacation time and paid holidays, professional development, and a 401 (k) retirement plan with an up to 5% match.

AMAAD Institute is an equal-opportunity employer. Black and Indigenous People of Color (BIPOC) and those with intersectional identities, predominantly Lesbian, Gay, Bisexual, Transgender, Questioning/Queer (LGBTQ+), gender nonconforming people, and allies are encouraged to apply.

HOW TO APPLY

Qualified candidates, please email a cover letter and resume to jobs@amaad.org. Please include **all documents as one PDF file** and use 'Care Team Program Manager' in the subject line.