Job Title	*Program Administrator*
Department	*Center for Financial Inclusion*
Reports to	*Senior Program Manager*
Location	*Washington, DC*
Position Type	*Regular, Full-time*
Exemption Status	*Nonexempt*
EEO Classification	*0230*
Date	*October 2024*

General Summary

The Greater Washington Urban League is offering an Elevating Black Fatherhood demonstration project in partnership with the United Way of the National Capital Area (United Way NCA) to provide new comprehensive services for fathers with child support arrears while leveraging existing supports provided through its Financial Empowerment Center. The project will support Black Fathers in Washington, DC to improve the economic well-being and health of hundreds of families in the District, now and in future generations. After a four-month ramp-up phase, the project will serve 150 fathers and their families over a 2-year period. The fathers will receive ongoing support and resources to fulfill their financial obligations while improving their overall well-being with a financial health emphasis. The program will provide ongoing support such as healing circles, financial therapy, workforce development, parenting education, legal support, housing navigation, emergency assistance, peer support groups, individual and family therapy, and more. It will serve as a place for fathers to regain their financial footing, catch up on child support arrears, build stronger familial bonds, and develop their own social and emotional well-being and that of their families.

The incumbent is responsible for assisting the Senior Program Manager in developing and implementing program plans, and timelines. The Program Administrator will be responsible for coordinating day-to-day activities of the program and performing direct service as necessary to meet program goals. The incumbent will also facilitate the coordination and execution of the program's educational offerings, outreach efforts, and related administrative tasks.

Essential Duties and Responsibilities

According to the ADA 1990, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Develop and implement workshops, and events to support the clients.
- Monitor program progress and evaluate outcomes to ensure effectiveness and make necessary adjustments.
- Coordinate program logistics, including venue booking, scheduling, material preparation, and speaker arrangements.
- Foster support and collaboration amongst program participants by organizing networking opportunities and peer learning activities.
- Maintain accurate program records (participant database) and program budgets.
- Serve as a main point of contact for the program participants, providing guidance, information, and support throughout the program's duration.
- Collaborate with internal and external stakeholders to identify partnerships and opportunities that enhance the program offering and a broader audience.
- Stay informed of trends and best practices as they relate to improving the wellbeing of the program participants.
- Handle inquiries from potential participants, partners, and stakeholders regarding the programs.
- Assist in the development of program marketing materials, communications, and reports.
- Cultivate relationships with guest speakers, industry experts, and mentors to engage them in program activities.
- Collect feedback from the program participants and stakeholders to improve program quality and relevance continuously.

- Maintains confidentiality and fidelity of client data entered into program's system of record
- Successfully documents program participant success stories internally and externally.
- Conduct continuous outreach by phone call, email, and text message, to current program participants for engagement in services.
- With guidance from program leadership, set strategy and monitor progress towards the overall program goals.
- Must be able to personally identify with the lived experiences of our primary constituents and clients.

Qualifications

- Bachelor's degree in social work, psychology, business, marketing, human services, or a related field is preferred.
- At minimum 3 years of work experience in a similar role.
- Ability to relate well with individuals, ability to motivate, and possess experience in presenting workshops and working with individuals experiencing barriers to employment, stability, and/or overall well-being.
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- Experience working on a pilot program or demonstration project is preferred
- Strong working knowledge of Microsoft Teams, Word, Excel, PowerPoint, and Outlook.
- Strong Excel, data management, scheduling, customer service, and time management skills.
- Effective verbal, oral, and written communication skills.
- Experience working with at-risk populations and people from diverse racial, ethnic, and socioeconomic backgrounds.
- Must be legally authorized to work within the United States.
- Must successfully complete a background check.

Working Conditions

The employee will be working in a normal office setting to include a possible hybrid schedule.

Physical Requirements

While performing the duties of this opportunity, the employee will frequently sit, stand, walk, and reach. May need to lift files or packages periodically.

Other Duties

This job description is intended to describe the general nature and work performed by employees but is not a complete list of activities, duties, or responsibilities required of personnel. Furthermore, other duties, responsibilities, and activities may change or be assigned at the discretion of the employer.

Direct Reports

None

Signature

The employee signature below constitutes the employee acknowledging receipt of the requirements, essential functions, and duties of the position. The Greater Washington Urban League is an at-will employer.

Employee Name: _____

Employee Signature: _____

Date: _____

Approved By:	
Date Approved:	
Reviewed:	