

# Program Manager

## Hope Center for the Arts

Irvine, California

**To APPLY** – Send Resume and Cover Letter (optional) to [info@hope4arts.org](mailto:info@hope4arts.org). Please label subject line as: Music Therapist Application

## Job details

**Salary:** \$58,250 - \$63,985 annually DOQ

**Job Type:** Full-time

**Pay:** \$58,250.00 - \$63,985.00 per year

**Schedule:**

- 8 hour shifts
- Monday to Friday

**Ability to commute/relocate:**

- Irvine, CA 92604: Reliably commute or planning to relocate before starting work (Required)

**Work Location:** One location

## Qualifications

Bachelor's Degree preferred with coursework in Program Management, Education, Human Services, Business Administration, or related field. A Program Management Certificate is desirable.

**HOPE Center for the Arts, is an equal employment opportunity employer, encourages applicants from diverse backgrounds to apply.**

## Full Job Description

### Job Summary

The primary position emphasis is program development and management focused on artist/student person centered growth. This includes the development and implementation of strategies and best practices to meet the needs of adult artists/students with intellectual disabilities.

Under general direction of the Executive Director the Program Manager:

- Manages and oversees all direct service programmatic areas

which include, but are not limited to: Creative Arts Therapies, Performing Arts, Visual Arts, Life Skills, etc.

- Oversees the coordination and daily management of

organizational programming needs which includes:

- o Supervision of programmatic facilitators and volunteers,
- o Ensurance that all curriculums are engaging, educational, person-centered and Mission focused, and
- o Monitoring of programmatic activities/operations, use of programmatic funds, and tools/equipment specifically related to program quality, performance, and safety.

- Plans, organizes, coordinates, and provides operational

leadership and support for programs and assigned projects;

- Evaluates program effectiveness and makes recommendations for

operation, policy, and procedural improvements; and

- Fosters cooperative working relationships with HOPE artists, staff,

volunteers, and operational partners.

The Program Manager also serves as a liaison between marketing/ outreach and programmatic areas; and will serve as a backup facilitator as may be required. This position directly reports to the Executive Director.

### **Key Roles**

- Develop and coordinate the implementation of daily onsite and online class/studio schedules for staff, artists/students, volunteers, etc. and ensure compliance agency requirements such as in-classroom ratio are met.
- Provide facilitator guidance specific to HOPE's Program Design regarding design, implementation, compliance requirements/records and measurement of class offering expectations including quality
- Ensure classes are inspired by and meet student/artist interest, capabilities, and needs within the context of HOPE's Mission. This is to include assisting facilitators with curriculum preparation, providing guidance/consultation on the use of new and innovative methods to enhance artist learning, and goal setting.

- Assess program quality and evaluate outcomes on an ongoing basis to include recommending and implementing adjustments as is necessary.
- Hire, onboard, supervise/manage, and identify/provide training opportunities for facilitators and potentially program volunteers
- Oversee the planning, resource needs analysis, development, and execution of program events in conjunction with all departments
- Develop, manage, and monitor department budgets and financial reporting for program areas including events
- Research, identify and recommend opportunities to improve program effectiveness to address emerging and future needs of those served.
- Conduct onsite facility inspections, report findings and as appropriate, implement corrective action to ensure the safety of HOPE artists/ students/staff/volunteers/visitors. □ Ensure facilitator equipment and supplies are accessible and operational
- Be a liaison between marketing and programmatic facilitation to support organizational marketing/outreach tactics which may include providing content/images as necessary
- Execute special projects as needed and perform other duties as assigned.

### **Knowledge/ Skills Required**

Familiarity and working knowledge of basic operations, services and activities of community-based day programs serving adults with intellectual disabilities

Principles and methods for curriculum design, development, and execution

Measurement of meeting programmatic objectives

Ability to facilitate/coordinate/schedule instruction for individuals and groups

Adherence to confidentiality regarding HIPAA including student/artist privacy expectations

Strong research and analytical skills

Keep up with current methods, tools, and best practices; analyze program effectiveness/quality/outcomes

Good written and verbal communication skills

Ability to establish and maintain effective working relationships with internal and external stakeholders

Ability to interact professionally with leadership, staff, board of directors, volunteers, and related agencies

Ability to effectively supervise facilitators, interns, volunteers, etc. including setting goals, resolving problems, and making decisions that enhance program effectiveness.

Ability to manage multiple tasks, be flexible and make appropriate alterations to meet student/artist/organizational needs

Ability to develop and manage projects with limited supervision

Prepare accurate and timely reports on a regular basis and as needed.  
Ability to identify and utilize technology to improve programmatic efficiency and work product quality; required working knowledge of MS Office 365 including TEAMS OR equivalent

Appreciation of the arts

### **Education and Experience**

A minimum of three years of related experience plus a minimum of one year of supervisory experience AND/OR a combination of comparable/ progressively responsible experience/education/training related to the position.

A related bachelor's degree from an accredited college or university is preferred. Having completed coursework in Program Management, Education, Human Services, Business Administration, etc. and/or having a Program Management Certificate is desirable.

Direct hands-on experience OR knowledge related to working with individuals with intellectual disabilities is highly desirable.

### **Skills required in the following areas**

Communication Skills: Facilitation, collaboration, informing, listening, presenting, writing

Personal Initiative Skills: Organizational awareness, contributing to a positive work environment, striving for excellence

Project & Planning Skills: Action planning and organizing, monitoring, and time management, meeting deadlines, flexible, adaptable

Quality Skills: Satisfying student/artist requirements, using meaningful measures, resilient

Relationship Skills: Relationship building, teamwork, conflict resolution

Technological Competence: Demonstrated skills, including but not limited to, ability to identify and use technology to improve ways of work.

Analysis & Problem Solving: Demonstrated skills being solution oriented, exercising sound judgment, conducting research, making recommendations

Safety and Health: Fostering organizational wellness, supporting a safe environment

### **Relationships**

Internal: Maintain close and ongoing contact with HOPE students/artists, staff and leadership to exchange information, seek and give assistance, consultation and direction.

External: Continuously develop working relationships and maintain contact with families/caregivers, board of directors, other organizations and stakeholders in support of HOPE's strategic goals and initiatives.

Environmental/Working Conditions: The majority of the work time is in an office/classroom setting with some telecommuting/online work. Local travel may be required which will require a HOPE approved means of transportation. Occasional weekend and evening work to support organizational events, meetings, and activities.