



Description of Job Opening

Title: Program & Operations Manager for New Life CDC

In the past 10 years, New Life CDC has significantly increased its annual investment to provide relief, cultivate restoration and model reinvestment among the poor and marginalized of Elmhurst and Corona as a demonstration of the love of God. To support the continued sustainable growth and impact of the organization in the chapter ahead, the organization is seeking a full-time Program & Operations Manager who will strengthen the programs, operational tools and partnerships that support our neighbors as they pursue more flourishing for themselves and their community.

ACCOUNTABILITY:

Executive Director of New Life CDC

JOB SUMMARY:

The Program & Operations Manager will build systems and processes that support strong, integrated, data-driven programs that increase flourishing in our community. The Program & Operations Manager will increase the opportunity for positive impact in the lives of those we serve by deepening community connections within and beyond NLDC. In addition to expanding and strengthening our network of participants and partners, the Program & Operations Manager will create and utilize tools that increase the effectiveness and efficiency of our programs, allowing us to better leverage the investments we make to advance our mission. This is a new full-time role that will work closely with the Executive Director as well as program directors, volunteers, participants and donors to create and utilize tools and systems that increase the engagement of our community to advance our mission. Benefits include, vacation, health care, vision, dental and retirement plan. Flexibility required to work weekends and evenings.

QUALIFICATIONS:

- Committed to the mission, vision and values of New Life CDC
- 3+ years experience in program operations, partner management, community development and/or community outreach. Must have demonstrated strengths in both program operations and relationship management
- Operations strengths include:
 - Proven developer and manager of user friendly systems and processes to support diverse population of program participants and volunteers
 - Creative problem solver who can identify and achieve improvements in how services are delivered
 - Critical thinker who can both identify and track program impact toward desired outcomes, and anticipate potentially negative, unintended consequences of program services
 - Experienced leader in launching new systems and/or innovating existing systems
- Relationship management strengths include:
 - Active listener who builds trust and engagement of existing and potential new program participants, volunteers and local partners
 - Dynamic collaborator who develops shared goals and achieves outcomes for a diverse team of part-time staff and volunteers within our organization and

- with local partners
- High comfort partnering with and building bridges between faith based and secular organizations
- Creative partner who identifies and achieves opportunities for improved outcomes through program integration and referrals
- Mature leader who brings high emotional intelligence to dynamic program environments
- Thoughtful communicator with comfort in a multi-racial, urban context w/ varied socio-economic demographics
- Strong ability and interest to work both independently and collaboratively to deliver results against multiple projects across multiple functions
- Strong preference for knowledge of Elmhurst and Corona communities
- Strong preference for ability to communicate in English, Spanish, Mandarin and/or Tagalog

RESPONSIBILITIES:

- Deliver programming or support volunteers and part time staff who deliver programming to advance NLCDC mission, working independently or partnering with Program Directors depending on model for each program
- Work with New Life operations team and local partners to create and manage sustainable plans for space usage for ongoing program operations
- Create and manage program toolkits, processes and systems that ensure that community members and program participants are treated with dignity and respect, increase the effectiveness and sustainability of NLCDC programs, working independently or in partnership with Program Directors as applicable
- Work with the Executive Director and Program Directors to develop and track desired program outcomes to grow impact and results for NLCDC programs
- Initiate and deepen relationships with community partners to increase awareness of and participation in New Life CDC programming, and to grow network of referrals for additional and complementary services
- Build regular rhythms of two way communication with program participants, prospects and volunteers to capture stories of impact and identify opportunities for continued improvement
- Work with New Life CDC staff and volunteers and with New Life Fellowship staff to integrate and manage volunteer and program participant data across multiple platforms including New Life CDC database, Google Suite and New Life Fellowship database
- Work with Executive Director and Engagement Manager to identify and measure holistic impact of NLCDC within communities we serve
- Work with the Executive Director, Program Directors and peer institutions to identify, pilot and implement new programming to advance mission of NLCDC

For inquiries, send resume and cover letter to info@newlifecdc.nyc.

For additional information about New Life CDC, visit newlifecdc.nyc.

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