



STRONGER COMMUNITIES. STRONGER AMERICA.

POSITION ANNOUNCEMENT

POSITION: Program Manager, UnidosUS
Counseling Connection

OPEN: Immediately

LOCATION: Phoenix, AZ

CLOSE: Until filled

CONTACT: Katherine Rios, Director,
Financial Empowerment

SALARY: Commensurate with
experience

BACKGROUND

UnidosUS, previously known as NCLR (National Council of La Raza), is the nation's largest Hispanic civil rights and advocacy organization. Through its unique combination of expert research, advocacy, programs, and an Affiliate Network of nearly 300 community-based organizations across the United States and Puerto Rico, UnidosUS simultaneously challenges the social, economic, and political barriers that affect Latinos at the national and local levels. For more than 50 years, UnidosUS has united communities and different groups seeking common ground through collaboration, and that share a desire to make our community stronger. For more information on UnidosUS, visit www.unidosus.org or follow us on Facebook, Instagram, and Twitter.

SUMMARY

UnidosUS is seeking a Program Manager for the UnidosUS Counseling Connection Initiative. The UnidosUS Counseling Connection Program Manager is a full-time staff member of UnidosUS's Housing and Financial Empowerment (HFE) component, responsible for oversight and supervision of the UnidosUS Counseling Connection team and adherence to all program and legal standards and in-house policies. The manager will support the VP and/or Director with oversight and management of day to day operations, program/partner relationships, and enforcement of regulations in all aspects and levels of business as well as provide guidance on compliance matters more broadly to the HFE team. The Program Manager reports to the Vice President of Housing and Community Development and the Director, Financial Empowerment, working with limited supervision to assist them in performing multiple duties related to the operational responsibilities and compliance requirements of the UnidosUS Counseling Connection.

Additionally, the UnidosUS Counseling Connection Program Manager will be a part of a management team of the Housing and Financial Empowerment component of UnidosUS, working with other managers and the component's senior leadership to support the strategic growth and efficient operation of the department. The Manager, like others in the management team, will be held accountable to goals in the areas of growth, quality improvement, and overall project compliance. Additionally, the manager will be expected to engage external partners and contribute to the management of department-wide systems and contribute to the successful financial management of the department.

RESPONSIBILITIES

- Supervise a team of housing counselors and intake and outreach staff.
- Organizing programs and activities in accordance with the mission and goals of the component and organization.
- Assist with the development of new programs to support the strategic direction of the component.
- Creating and managing short term and long-term goals of the program to meet component and partner goals and expectations.
- Assist VP in managing program budget including tracking of funding and expenses generated by program and/or grants achieved.
- Developing an evaluation method to assess program strengths and identify areas for improvement.
- Working closely with VP and component directors to help manage partner relationships and requests for information.
- Ensuring goals are met in areas including customer satisfaction, quality, and team member performance.
- Implementing and managing changes and interventions to ensure project goals are achieved.
- Meeting with stakeholders to make communication easy and transparent regarding project issues and decisions on services.
- Producing accurate and timely reporting of program status throughout its life cycle.
- Working closely with other program managers to provide support to the component and encouraging cross program collaboration opportunities in the HFE component and UnidosUS more broadly.
- Meet or exceed all compliance audit and reporting deadlines.
- Conduct periodic internal reviews or audits to ensure that compliance procedures are followed.
- Conduct or direct the internal investigation of compliance issues.
- Assess product, compliance, or operational risks, and develop risk management strategies.

- Identify compliance issues that require follow-up or investigation.
- Disseminate written policies and procedures related to compliance activities.
- File appropriate compliance reports with requesting entities.
- Coordinate with our third-party vendor to ensure our systems are following vendor requirements.
- Maintain documentation of compliance activities, such as complaints received or investigation outcomes.
- Consult with component Director and VP to address difficult legal compliance issues.
- Discuss emerging compliance issues with management or employees.
- Collaborate with Director and VP to ensure the implementation of consistent disciplinary action strategies in cases of compliance standard violations.
- Provide employee training on compliance related topics, policies, or procedures.
- Aid internal or external auditors in compliance reviews.
- Prepare management reports regarding compliance operations and progress.
- Monitor compliance systems to ensure their effectiveness.
- Report violations of compliance or regulatory standards to leadership.
- Keep informed regarding pending industry changes, trends, and best practices and assess the potential impact of these changes on organizational processes.
- Verify that all compliance and risk management policies and procedures have been documented, implemented, and communicated.
- Direct the development or implementation of compliance-related policies and procedures throughout the component.
- Participate in component's management meetings, contributing to the achievement of the goals of peer leaders and department leadership in collaborative and creative ways.
- Collaborate with other UnidosUS departments to identify and implement new opportunities for integration of financial empowerment.

QUALIFICATIONS

- Bachelor's degree preferred.
- Three to five years of professional experience working in operations and compliance required.
- Three to five years of managerial and supervisory experience required.
- Additional experience as a supervisor and/or in compliance can substitute for education.
- A business acumen partnered with a dedication to legality and ethics.
- Methodical and diligent with outstanding planning abilities.
- An analytical mind able to see the complexities of procedures and regulations.
- Excellent communication skills.
- Good communication and staff development skills.
- Excellent sense of technology and able to implement ideas for greater efficiencies.

- High level of competence with spreadsheet, database, and word processing software and knowledge of computers essential.
- Strong sense of self-motivation and personal initiative; ability to work with minimal supervision and meet deadlines.
- Ability to work effectively as a member of a team and across components with all UnidosUS staff.
- Good judgment; ability to know when to act independently and when to consult for advice on decision-making.
- Exhibit unquestionable integrity. Be honest and forthright about any issues.
- Excellent organizational skills in a complex environment; personal initiative to address organizational issues without direct guidance.
- Strong work ethic and personal qualities of integrity, credibility, and commitment to UnidosUS's mission and values (excellence, accountability, and *respeto*). Willing to work whatever hours are required to meet all deadlines.
- Effective written and oral communication skills.
- Ability to handle multiple priorities and meet deadlines.

Please note: Only those applicants who submit a cover letter and a résumé will be considered for this opportunity. Please include, "Program Manager, UnidosUS Counseling Connection" in the subject line.

SEND COVER LETTER AND RÉSUMÉ TO:

UnidosUS
 Raul Yzaguirre Building
 Attn: Katherine Rios
 1126 16th Street NW, Suite 600
 Washington, DC 20036
 hrmail@unidosus.org
No phone calls please!

EQUAL OPPORTUNITY EMPLOYER. All qualified applicants will receive consideration without regard to race, color, national origin, marital status, religion, gender, age, disability, sexual orientation, gender identity or expression, personal appearance, family responsibilities, political affiliation, or enrollment in a college, university, technical school, or adult education.