



Are you a dynamic team leader who excels at developing and supporting top talent while driving team success? United Way of Northwest Vermont is hiring a Senior Program Manager for our Working Bridges program to support a growing team of Resource Coordinators across the Working Bridges Network, which includes Northwestern, Central, and Northeastern Vermont. In this role, you'll also provide operational leadership for the program and collaborate with the Working Bridges Director to innovate the program while cultivating relationships across the network. If you are a talented team leader who motivates top performance, supports a culture of growth, and drives mission impact, apply for this role, and join one of the Best Places to Work in Vermont.

About Working Bridges

United Way's Working Bridges is an innovative program designed to improve job retention, stability, and advancement by supporting employees and students with community resources. Using the workplace to connect with employees directly, Working Bridges helps working Vermonters to reach stability and thrive while supporting human resource departments, reducing employee turnover, and increasing productivity.

Inquiries and applications can be directed to hiring@unitedwaynwvt.org. The application deadline is 05/31/2024.



**United Way of
Northwest Vermont**

POSITION TITLE: Working Bridges Senior Program Manager

PAY RANGE: \$60,000 - \$70,000

EMPLOYMENT TYPE: Full Time, Exempt

UNIT ORGANIZATION: Community Impact

REPORTS TO: Working Bridges Director

PURPOSE OF POSITION

The primary role of the Working Bridges Senior Program Manager is to provide direct supervision to the team of Resource Coordinators across the Working Bridges Network. The Senior Program Manager manages the day-to-day workflow for the resource coordination team and fosters a positive team environment. The Senior Program Manager will also support the Working Bridges Director in program management through cultivating relationships with the Working Bridges Employer Network and conducting site visits with employer partners.

KEY AREAS OF RESPONSIBILITY

The primary responsibilities of this position include but are not limited to:

Resource Coordinator Supervision

- Provide direct supervision to the Working Bridges resource coordination team, including but not limited to managing the team workflow, creating team schedules, evaluating performance, and hiring and training new team members.
- Provide coaching, mentoring, and professional development opportunities to the team in order to maintain quality service delivery standards.
- Support a high-performing team in maintaining a positive and productive working environment.

Program Management

- Ensure consistent, high-quality direct service delivery across the Working Bridges network. Which includes organizing and facilitating a Lunch and Learn program, reviewing quarterly reports with employers, and supporting the resource coordinators' launch at new sites.
- Work with the Working Bridges Director to monitor program data in order to drive better outcomes and guide program development.
- Conduct site visits across the Working Bridges network in Northern Vermont.
- Participate, as needed, in training, community meetings, and innovation work to inform and support the resource coordination strategy.
- Partner with the Working Bridges Director and Executive Director of Green Mountain United Way to cultivate and respond to relationships across the Working Bridges Network, including but not limited to relationships with employer partners and community resources.



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SUPERVISION

Provide direct supervision to a team of 8-12 staff members across the Working Bridges Network, including team members at United Way of Northwest Vermont and Green Mountain United Way. May include the supervision of interns and volunteers.

CONFIDENTIALITY/DISCRETION

A very high level of confidentiality and discretion is needed.

MINIMUM QUALIFICATIONS

- 1-3 years of demonstrated supervisory or team leadership experience.
- Ability to inspire, motivate, and develop a high-performing team.
- Demonstrated experience in program and/or operational management (i.e., managing workflows and schedules).
- Strong communication and relationship-building skills.
- Strong organizational skills.
- Proficient in Microsoft Office and familiarity with CRM databases.
- Demonstrated experience in human services.

PHYSICAL/OTHER REQUIREMENTS

- Valid driver's license and personal transportation.
- Must be willing to work remotely, on-site at employer partners, or at United Way offices in South Burlington, VT, and Berlin, VT.
- Travel to employer partners' worksites as needed (across Northern Vermont). Mileage is reimbursed.

APPLICATION INSTRUCTIONS

Applications and inquiries can be directed to [hiring@unitedwaynwvt.org](mailto: hiring@unitedwaynwvt.org). Please attach a copy of your resume and cover letter to your application. The deadline to apply is Friday 5/31/24.