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## Job Description

(revised 6/22/16)

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<b>Job Title:</b>	Program Officer
<b>Function:</b>	Product & Program Mgmt.
<b>Group:</b>	Regional Program Design & Delivery
<b>Office Location:</b>	New York (NY)
<b>Reports to Title:</b>	Director, NE Community Programs
<b>Geographic Scope:</b>	State Scope
<b>FLSA Status:</b>	Exempt

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*The statements below reflect the general responsibilities and requirements of the identified position but may not describe all the work requirements that may be inherent in the job.*

### I. Job Summary & Details:

Single Stop seeks to hire a Program Officer who will be responsible for working on the delivery, growth and management of Single Stop services through **community-based organizations** across New York City. The Program Officer will be responsible for, but not limited to, the following responsibilities

#### A. Essential Job Duties and Responsibilities:

- Manage a portfolio of grantee partners. Implement an active schedule of site visits, regular review of data and performance issues. Ensure all site visits and reviews are conducted in a timely manner and documented.
- Develop a strong competency with Single Stop's benefits screening tool, database and reporting procedures.
- Train and work with partner staff to optimize their use of technology, implementation of Single Stop model, delivery of services, and reporting.
- Develop best practices in grantee management and support. Review grantee reporting, track grantee performance, and provide written evaluations and recommendations for new grant recipients and existing grantees.
- Manage the contracting process for partner organizations, including organizing grant renewal meetings, and shepherding contracts and grantee disbursements through Single Stop's legal and finance processes.

- Develop and maintain working relationships with stakeholders to support program development and implementation. Create and deliver presentations and materials for various audiences, including community and government leaders.
- Work closely with internal evaluation team in order to trouble-shoot reporting issues and communicate effectively to diverse stakeholders; particularly to audiences that are less technical or less comfortable with data.

### **B. Managerial Responsibilities:**

- Position's supervisory accountability: **Manager**
- People-management scope of the position.
  - Direct Reports: **None**
  - Indirect Reports: **None**
- Key stakeholders this position is expected to internally and externally interact with:
 

*Internally:*

  1. N/A

*Externally:*

  2. Community Based Organizations

### **C. Travel Requirements:** **Yes** **No**

*If yes, the expected travel requirements of the position are listed below*

- Percent travel required: **26 - 50%**
- Travel is primarily to: **Within the five boroughs of New York**

### **D. Physical Demands:** **Yes** **No**

## **II. Education/Qualifications & Work Experience:**

### **Required:**

- 3-5 years of work experience, preferably at a nonprofit or in a related field.
- Bachelor's degree in social work, non-profit management, public health, or other related field required;
- Experience managing relationships with public and private funders, and working directly on performance-based grants.
- Experience and/or commitment to working with low-income families and individuals.
- Experience working with data and providing quantitative analysis.

### **Preferred:**

- Master's degree
- Technical Skills (candidates need not have experience with all but some familiarity is a major plus)

- Advanced Excel
- Tableau (or similar data visualization tools)

### III. Competencies:

#### Required:

- Commitment to, and passion for, the mission and values of Single Stop and the challenge of helping Single Stop support its rapid growth and achieve maximum impact.
- Must have strong computer software skills, particularly with Microsoft Word, Excel and PowerPoint. Comfort using platforms such as Salesforce and Tableau is a plus.
- Knowledge of public benefits and tax credits, and experience facilitating the delivery of public benefits is a plus. Experience and/or interest working with veterans programming also a plus.
- Ability to work on a team and to also independently establish priorities.
- Excellent interpersonal skills; collegial, energetic, able to develop productive relationships with colleagues, grantees and others who contribute to program development and management. Works well with and welcomes opportunities to work across diverse cultures.
- Ability to work in a fast-paced environment and manage multiple projects simultaneously.
- Must be highly organized and detail-oriented.

### IV. How to Apply

Please send a resume, two writing samples and cover letter specifically stating why you are interested in the position to [jobs@singlestopusa.org](mailto:jobs@singlestopusa.org) with “**Program Officer**” in the subject line. Please include how or where you heard about us in your cover letter.

*Employment at Single Stop is conditioned upon successful completion of a background and fingerprint check.*

Single Stop is an equal opportunity employer.

For more information, visit us at [www.singlestopusa.org](http://www.singlestopusa.org)