



Job Description

(revised 6/22/16)

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

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 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