



Job Title: Program Manager
Department: Program
Reports To: Program Director
FSLA Status: Exempt

ABOUT COMMUNITIES IN SCHOOLS

Communities In Schools of Tennessee (CISTN) is a nonprofit that partners with K-12 public schools to surround students with a community of support empowering them to stay in school and achieve in life.

As part of the CIS national network, CISTN achieves this mission by placing program managers in schools across the state to provide school-wide interventions and case managed services for students in need.

To best support the students, families, schools, community partners, and our staff members involved in this work, CISTN staff and board members center all decisions, actions, and services on the following core values:

1. **Integrity** – We openly share how our work is done, and we hold ourselves accountable to the commitments we make.
2. **Empathy** – We intentionally build relationships so we can learn about people’s stories, validate their experiences, and deepen our understanding of situations different from our own.
3. **Equal Opportunity** – We identify and work towards removing barriers, so everyone has the opportunity to achieve.
4. **Authenticity** – We create space for the people we work with, and for, to be their truthful, complete selves without judgement.
5. **Collaboration** – We bring people together to plan and take action in our work, understanding we make lasting change in partnership with one another.

JOB RESPONSIBILITIES

Program managers provide direct services to students and their families, including, but not limited to: counseling, student support, youth development, and resource development practices. In this role, Program managers develop meaningful and long-lasting relationships with students and their families, advocate for their needs, connect families to needed community services, and develop programming tailored to the needs of the school community.

Program managers report to their assigned regional Program Director.

Program managers will:

- **Engage a school support team that works closely with school administrators, staff, and teachers in the implementation of the CIS model.** The team may include other CISTN employees, volunteers, school staff or faculty and/or other community partners. This process will include the building and nurturing of school staff relations, relationships to school and community and the engagement of volunteers for the delivery of services.
- **Lead the annual needs assessment process.** This process will be based on data collected by school districts and schools as part of overall school improvement plans, surveys and discussions with staff, parents and students, and evaluation results from the previous year. The goal is to identify gaps in services that can prevent issues such as chronic absenteeism, social emotional learning/behavioral challenges, student, and family disengagement, etc.
- **Develop and implement a school support plan.** Program managers write a plan of services they will provide for the school year that addresses the gaps identified in the needs assessment. This plan is written in coordination with the school support team and school principal. Program managers ensure all services identified in the school support plan are delivered throughout the school year and are associated with measurable objectives. Services

include school-wide services available to all students (Tier I), small group services (Tier II), and intensive, individualized services (Tier III). Where appropriate, Program managers bring in outside partners to provide services identified in the school support plan.

- **Provide case management:** Program managers recruit 10% of enrolled students (between 25-50 students) who need more intensive support to case manage throughout the school year. These students receive Tier II and Tier III services which include monthly check ins, student needs assessments and student support plans tailored to their individual needs. Will often include a high level of interaction/engagement with the student's family members, including home visits.
- **Advocacy:** Program Managers will advocate on behalf of case managed students and families, in addition to the designated community at large to include but not limited to participating in official and unofficial student meetings, IEP meetings and MTSS meetings as allowed by school administration.
- **Attendance:** Program Manager will collaborate with the school attendance team to support school wide attendance initiatives. Responsible for tracking progress towards meeting student and school wide attendance goals.
- **Recruit and engage community partners and volunteers.** Program Managers will build relationships with outside partners to provide services identified in the school support plan, where appropriate. Outside partners could include other nonprofit or community agencies who provide services inside the school or serve as referral sources, individuals who volunteer with individual students or on school projects, or local churches/neighborhood associations to provide in-kind donations, among others.
- **Manage an annual budget.** Every Program Manager is provided with a discretionary supply budget to purchase materials related to their school support plan. Program managers write their budget every school year and manage their spending on their budget.
- **Monitor and adjust services.** The Program Manager will lead the school support team in regularly monitoring and adjusting services from the school support plan as needed to maximize effectiveness and impact, including monthly and quarterly progress monitoring.
- **Manage data entry.** The Program Manager will routinely utilize the CIS National database to enter data about the spectrum of services provided, including profiles and comprehensive support notes for all case managed students, as well as provide regular updates on progress towards school and student goals. Program managers will access their school district's student information system (SIS) to monitor student progress and pull data.
- **Evaluate the effectiveness at achieving school and student individualized goals.** The Program Manager will lead the school support team in implementing a systematic data collection plan to evaluate the effectiveness of services in achieving school-wide goals such as family engagement, SEL, and college and career readiness and addressing the needs of case managed students.
- **Prepare regular reporting.** Monthly, quarterly, and end-of-year reports will be provided to school and affiliate leadership which are instrumental in planning services for the following year, as well as contributing to affiliate level reports for partners, the state office (if appropriate) and the Communities In Schools national office.
- **Operate with equity.** Applies a clear understanding of racial inequities and other forms of discrimination and demonstrates a willingness to operate from an anti-oppression model to all aspects of the work.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The statements contained herein describe the scope of the responsibility and essential functions of this position but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload. Other duties may be assigned by the CEO, CPO, VP of Programs, or Program Directors as required.

CORE COMPETENCIES

The core competencies for the Program Managers includes, but are not limited to:

- **Programming Implementation:** Consistently identifies needs at one-on-one, small group, and school-wide levels, tailoring interventions to meet the diverse needs of students and families. Utilizes student and family input alongside evidence-based programs to inform intervention strategies. Routinely evaluates the effectiveness of interventions, adjusting services as needed to ensure optimal outcomes.
- **Communication Skills:** Clearly and concisely communicates technical information and data results to various audiences. Tailors communication strategies to different stakeholders and ensures messages are clear, consistent, and culturally responsive.
- **Relationship Building:** Develops and maintains positive relationships with internal and external stakeholders. Utilizes effective communication strategies to engage stakeholders and advance the organization's mission.
- **Administrative Proficiency:** Navigates internal systems, software, and databases efficiently, with minimal intervention. Consistently completes data entry and reporting accurately and on time. Manages department budgets effectively.

EDUCATION and/ EXPERIENCE

- Bachelor's or associate degree in social work, youth development, education or a related field is preferred.
- Work and lived experience can be substituted without formal education, requiring four to eight years of direct experience.
- Candidates in the current pursuit of a bachelor's degree will also be considered.
- Must have a valid driver's license and automobile insurance to drive for business-related reasons, including transporting clients.

LANGUAGE SKILLS

Conversational to professional fluency in Spanish is preferred. For specific MNPS schools, Spanish will be required.

LOCATION

All schools are located in Hamilton County, TN and include:

- East Ridge High School
- East Ridge Middle School
- East Ridge Elementary School
- Spring Creek Elementary
- Central High School

EQUAL OPPORTUNITY

We value your lived experience and those that have lived or live in the communities that we serve. Should you not meet all of the listed qualifications but feel that this position is the perfect one for you, please apply! You could be what we are looking for and we would not want to miss the chance to meet you!

CISTN is proud to be an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

COMPENSATION AND BENEFITS

Salary range for Program managers is \$58,700-62,615.

Benefits include:

- Medical, dental, and vision insurance premiums covered at 100% for employees.
- Employer-paid short-term disability insurance.
- Negotiable supervision coverage for those seeking advanced licensures.
- 401(k) and match up to 2%.

- Approximately a five-week break in the summer, (summer schedule varies each year depending on school calendars and program needs).
- Regular school holidays and breaks that apply to teachers, as well as 4 floating holidays.
- In addition to school breaks, Program managers receive 10 paid sick days and 2 paid vacation days.
- Cell phone and mileage stipend.

HOW TO APPLY

Submit your application and visit www.cistn.org/careers.

A criminal background check is required for any candidates who are offered a position with CISTN and will be administered after an offer for employment is made. Criminal background histories will not automatically remove a candidate from consideration and will be evaluated on a case-by-case basis, depending on the position, criminal history, time, etc.