

JOB TITLE: Program Manager

EMPLOYER: Asian Youth Center

DEPARTMENT: Youth & Family Services

REPORTS TO: Program Director

EFFECTIVE DATE: September 1, 2026

FLSA STATUS: Full-Time, Exempt, At Will

SALARY: Hourly Salary \$70,304 - \$85,000



SUMMARY: Provide management of one or more programs and administer funding contracts in the areas of service delivery, fiscal management, operations, reporting, evaluation, staff supervision, team building, personnel administration, public relations, and administration. Programs may include but are not limited to: Youth Diversion & Development; JCOD Care Management, Etc. See program manuals and funding source Scope of Work or grant/contract documents for more specific program information. In addition, the Program Manager is a member of the Management Team and as such provides support and assistance to the Program Director, Deputy Director, and Executive Director for the department and the agency as a whole.

DUTIES AND RESPONSIBILITIES:

- Provides direct client services when needed;
- Hire, train, supervise, support, coach and evaluate direct service staff who implement direct client services (providing both programmatic and administrative oversight);
- Ensure that all client service documentation is accurate, up-to-date, and complete;
- Monitor progress toward and insure accomplishment of program goals and outcomes;
- Develop and comply with Quality Assurance/Quality Control plans and implement appropriate data collection, evaluation, and learning activities;
- Develop and implement policies and procedures and forms that facilitate the effective operations and delivery of high-quality services;
- Act as the primary liaison to the funding source and ensure that accurate and timely communications, reports, and invoices are submitted as required by AYC and the funding source;
- Build and manage collaborative relationship and agreements with community partners and sub-contracts as needed to provide clients with needed resources and other services;
- Work with the Program Director/fiscal department to develop and utilize budgets for programs to control cost and conduct programs and services in the most efficient and effective ways;
- Help coordinate in public relations, networking, fundraising and community outreach activities;
- Represent AYC at community collaborative and outside meetings as assigned;
- Attend and facilitate trainings and meetings as assigned; and
- Other related duties as assigned by the Program Director or as identified in program manuals or funding source contracts.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises **3-10** employees;
- Carries out staff supervisory responsibilities in accordance with the organization's policies and applicable laws include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.

AYC is an Equal Employment Opportunity Employer and adheres to hiring practices in accordance with

REQUIRED QUALIFICATIONS:

- Lived Experience in the juvenile justice or adult justice system;
- At least 5 years of related working experience with re-entry populations;
- Ability to motivate, lead, and team build with staff;
- Experience working with diverse communities;
- Excellent verbal and written communication skills and attention to detail in documentation;
- Computer literate;
- Certificates, licenses and registrations required: Live Scan, Adult, Child, and Infant CPR/AED & First Aid Certification; valid California driver's license, excellent driving record, reliable transportation and auto insurance

PREFERRED QUALIFICATIONS:

- Bachelor's Degree (BA) in Social Work, from an accredited college or university, or equivalent combination of education and experience.
- Experience in Program Management & Staff Supervision
- Experience with outcome evaluation procedures, analysis, and reporting; and
- Bilingual in Cantonese, Mandarin, Spanish, Vietnamese or other language.

COMPETENCIES:

- **Cultural Competence** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Cooperation** – Establishes and maintains effective relations; Exhibits tact and consideration; Displays positive outlook and pleasant manner; Offers assistance and support to co-workers; Works cooperatively in group situations; Work actively to resolve conflicts.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Job Knowledge** - Displays required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Performance Coaching** – Defines responsibilities and expectations; Sets goals and objectives; Gives timely performance feedback; Motivates for increased results; Recognizes contributions; Encourages training and development.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Frequently required to talk or hear
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually quiet to loud
- The employee must occasionally lift and /or move more than 35 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please send a cover letter and resume along with 3 references to careers@aycla.org.

AYC is an Equal Employment Opportunity Employer and adheres to hiring practices in accordance with Federal and State regulations.