



PROGRAM MANAGER

SCOPE

The Program Manager is responsible for ensuring the delivery of programs is efficient, effective and engaging, while having an exceptional interface with the community and a specific emphasis on Youth Programming. This role requires the individual to create and maintain systems for organizing community engagement events, managing volunteer contributions, and tracking club memberships. A strong focus on youth programs and activities is essential, as the manager will monitor and manage all aspects of youth participation and programming.

PRIMARY RESPONSIBILITIES

1. Program Management:

- Develop, plan, and execute community engagement events and activities that align with the center's mission and goals.
- Oversee major programs focused on youth, ensuring proper planning, participation, and monitoring of these initiatives.
- Collaborate with the community to ensure that programs are inclusive, engaging, and address the needs of the members.
- Build strong relationships with youth and community members, actively engaging with them to understand their needs and encourage participation in programs.
- Maintain an approachable and friendly presence at all events, ensuring a welcoming environment for all participants.

2. Membership and Volunteer Management:

- Create and maintain an organized system for managing club memberships based on donations and volunteer hours.

Mailing address: 27121 Towne Centre Dr, Suite 150 Lake Forest, CA 92610

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Federal Tax ID: 85-3255194



- Foster a strong relationship with youth, members and volunteers, ensuring that their contributions are recognized and effectively utilized in program operations.
- Develop strategies to recruit, train, and manage youth and volunteers for various programs and events.
- Design and implement systems to track and manage volunteer hours, ensuring accurate records and recognition of contributions.

3. Monitoring and Reporting:

- Track and evaluate youth program outcomes, making adjustments to improve effectiveness where necessary.
- Regularly report on youth program progress, volunteer participation, and membership engagement to the Director of Operations and Community Engagement.
- Ensure compliance with all relevant guidelines and best practices for youth-focused programs.

Knowledge, Skills, Experience, Compensation

1. Knowledge/Education:

- Minimum of a Bachelor's Degree in a related field (e.g., Social Work, Community Development, Youth Services, or Nonprofit Management).
- Excellent communication skills, both written and verbal.
- Knowledge of best practices for community engagement and youth program management.
- Fluency in Arabic or other Middle Eastern or South Asian languages a plus

2. Skills

- Proven ability to develop, organize, and manage large-scale community events with particular emphasis on youth programs.
- Strong leadership skills with the ability to inspire and manage volunteers and participants.
- Experience with creating and maintaining tracking systems for volunteer hours, donations, and membership.
- Excellent customer service skills with an empathetic and community-oriented approach.
- Proficiency with relevant tools (e.g., Microsoft Office, event management software, membership tracking platforms).

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3. Experience

- At least 5 years of experience in program management, ideally within a community center or nonprofit environment.
- Experience working with youth-focused programs, with a strong ability to engage and monitor participation.
- Previous experience in managing volunteers and coordinating large-scale community events.

4. Compensation

- Competitive compensation package (base, bonus, insurance, PTO)

5. Legal Status

- Must be a legal resident (green card holder) or citizen of the USA

6. Physical Location and Hours of Work

- 27121 Towne Centre Dr, Lake Forest, CA
- Mon-Sat. May need to be flexible depending on events
- Salaried 40 hours per week. Self-driven individual may pursue more hours

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