

Indiana Youth Group Job Description

Job Title: Manager of Program Administration

FLSA Status: Exempt

Starting Salary Range: \$54,000.00 - \$58,000.00

Hours: Full Time

Location: Indianapolis, IN (with some travel)

Position Summary:

The Manager of Program Administration is the leader of our program quality, data integrity, and compliance efforts. In this role, you'll ensure our services for clients aged 12-24 are not only impactful but also exemplars of excellence and efficiency. You will be the manager of program administration, deploying innovative strategies, safeguarding our standards, and leading a team dedicated to the empowerment and success of young individuals. Your role is pivotal — a blend of meticulous oversight and dynamic leadership. With your guidance, we aim to enhance the quality of our services and the efficacy of our operations, making a lasting impression on the lives of the youth we serve.

Reporting Structure: This person reports to the Senior Director of Client Services.

Position Responsibilities:

Quality Assurance & Program Oversight

- Develop and implement quality assurance protocols and evaluation metrics for all youth programs.
- Regularly assess program processes and outcomes, identifying areas for improvement and innovation.
- Facilitate continuous improvement initiatives based on feedback and evaluation results.

Data Management & Analysis

- Lead the development and management of a robust data system to track client progress, program effectiveness, and operational efficiency.
- Analyze data trends to inform strategic planning and report to stakeholders.
- Ensure confidentiality and security of all program and client data.

Compliance & Policy Adherence

- Oversee compliance with all legal, policy and funding requirements.
- Stay updated with changes in legislation and best practices in youth services; ensure all programs are in alignment to include our Project Prism housing program.
- Develop and revise internal policies and procedures to maintain compliance and operational excellence.

Program Operations & Administration

- Oversee the logistical aspects of program delivery, including resource allocation, scheduling staff at all locations.
- Manage contracts and agreements with vendors and service providers.
- Coordinate cross-departmental efforts to ensure integrated and efficient program execution.
- Work in the activities centers as needed to ensure quality programs and track progress.



Stakeholder Engagement & Communication

- Serve as a key liaison between the program team and external partners, fostering collaborative relationships.
- Communicate effectively with stakeholders, community partners, and program participants, regarding program goals and outcomes.
- Lead outreach efforts to promote program visibility and participant recruitment.

Team Leadership & Development

- Provide direct supervision, mentoring, and support to client serve staff.
- Facilitate team meetings and professional development opportunities.
- Foster a team environment that encourages innovation, accountability, and high performance.

Position requirements:

- Bachelor's degree in social work, nonprofit management, or a related field required or the equivalent amount of related experience to substitute.
- Minimum of 4 years of experience in program administration, with a focus on quality assurance, data management, and compliance.
- Two years or more experience supervising others.
- Demonstrated ability in leading program evaluations and implementing process improvements.
- Strong organizational, analytical, and leadership skills.
- Exceptional communication abilities, both verbal and written.
- Proven ability to manage complex projects and multitask effectively.
- Deep commitment to Indiana Youth Group's mission and values, including a passion for youth empowerment and inclusivity.
- Proficient in all Microsoft Office applications.
- High degree of confidentiality, accountability & ownership of work product.
- Excellent leadership, training, and developmental skills.
- Strong empathy and interpersonal skills.
- Superior organizational and time management skills, including the ability to multitask, prioritize & meet challenging deadlines, coupled with high-level critical thinking, analytical & problem-solving skills.
- Excellent judgment & decision-making, as well as solid & persuasive business skills.
- Meticulous attention to detail, result-oriented & solution-focused, with a remarkable ability to create & implement innovative ideas.
- Ability to develop respect, trust, and strong internal relationships with agency leadership, employees & external vendors.
- Exceptional verbal & written communication skills.
- Strong computer skills include data entry, processing, communication tools, input & uploading data, and documents accurately.
- Must be vaccinated for Covid and provide documentation.
- Must pass all background checks.

Please email cover letters and resumes to iygcareers@indianayouthgroup.org and indicate the job you are applying for in the subject line.

