Program Manager Job Description

Date Updated: April 2014
Position: Program Manager
Reports to: Program Director
Classification: Half-time, hourly

The Organization

Gilda’s Club Madison is a non-profit cancer support community dedicated to providing emotional support, education and hope to all people affected by cancer throughout Wisconsin. The mission of Gilda’s Club Madison is to ensure that all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community.

Since 2008 Gilda’s Club Madison has provided support, education and community for men, women and children impacted by any cancer. Its community-wide partnership efforts bring professionally-facilitated cancer support to more than 1,800 people in Southwest Wisconsin. Gilda’s Club Madison provides the opportunity for members to benefit from personalized psychosocial support; information and education about living with and beyond cancer, its treatment, and relevant life issues; and increased awareness and skill-building around healthy living and wellness. All programs are provided at no cost.

Basic Function

Reporting to the Program Director, the Program Manager will facilitate support groups, coordinate program events, interact with staff, volunteers and members, and oversee various program nights.

The Program Manager will engage club members, potential members, agency staff, volunteers and the professional community. S/He will be responsible for various program activities, times and events, and will fill in for other program staff as needed.

Position Description:
This position will include, but is not limited to, the following job functions:

1) Plan, develop and/or facilitate groups as assigned, according to the Gilda’s Club philosophy, including Wellness, Family & Friends, networking, lectures, workshops, social activities, Family Focus, and New Member Meetings.

2) Conduct oversight of evening programming, staff and volunteers, and general clubhouse environment on assigned program nights.
3) Supervise facilitators, volunteers and interns as needed.

4) Document program notes on all weekly groups.

5) Participate in outreach, community events and speaking engagements as assigned, to build membership and to maintain relationships with referral sources.

6) Assist Program Director in developing a monthly calendar for activities within the clubhouse.

7) Participate in individual and group program staff supervision.

8) Actively participate and be engaged in daily, weekly and monthly staff meetings, staff supervision and staff planning sessions and retreats.

9) Support fundraising activities for Gilda’s Club Madison.

10) Assist with general housekeeping duties needed to open, close and maintain the clubhouse as needed.

11) Work evenings, and possible weekends, as agreed upon, and help fill hours outside the typical work day when available.

**Position Qualifications:**

**Minimum Education:** Master’s Degree in a mental health field

**Preferred Experience:** Minimum three years work experience in the mental health field; experience in a health-related field preferred.

**Required Certification:** Licensed mental health professional through the State of Wisconsin

**Skills: Administrative**
- Answer telephones
- Balance figures
- Basic computer knowledge and experience with Microsoft Office
- Ability to assist Program Director and database coordinator in keeping the member database accurate and up-to-date

**Personal Characteristics**
The successful candidate will be:

- An inspiring leader committed to Gilda’s Club mission and excited about its growth potential.
- A good listener and problem solver.
- A hard worker with a high energy level willing to work flexible hours.
- A motivated self-starter with integrity who is committed to service and excellence.
- A team player.
- Mature and self-confident, with professional demeanor, sound judgment and a good sense of humor.

This position will demand flexibility, creativity and adaptability. Job responsibilities may be expanded or re-assigned by the Executive Director and/or the Program Director based on the immediate needs of Gilda’s Club Madison.