

Program Operations Manager Job Posting

About us:

At Mai Family Services, we are dedicated to serving South Asian individuals and families in crisis and abuse situations. We provide essential support and resources to empower those in need and create a safe environment for all. For more information, visit www.maifs.org

Job Responsibilities:

- Lead and oversee program operations to ensure the delivery of high-quality survivor-centric, trauma informed services to survivors.
- Quality and timely intake of survivors and support calls with appropriate resource sharing tools for the communities we serve.
- Work with field case workers to ensure financial efficiency and accountability of funds disbursed.
- Develop and implement program strategies in alignment with the organization's mission.
- Support the board of directors in offering quality intervention and prevention programs to the communities.
- Collaborate with community partners and stakeholders to enhance program effectiveness and outreach.
- Monitor program outcomes and make data-driven decisions for continuous improvement using the case management tools.
- Ensure compliance with all relevant regulations and standards.
- Manage monthly newsletter. Includes coordinating articles and publishing to MaiFS mailing list.
- Manage and supervise all core MaiFS event logistics.
- Assist in all financial audits for operational effectiveness.
- Advocate for individuals and families to promote their well-being and rights.

Qualifications:

- Bachelor's degree. Psychology or Social Work background is a plus.
- Good written and speaking skills. Outreach experience is a plus.
- Proven knowledge of business productivity tools like MS Office, OneDrive etc.
- Proven experience in managing programs in a non-profit organization.
- Demonstrated leadership skills with the ability to inspire and motivate teams.
- Excellent communication, interpersonal, and problem-solving abilities.
- Familiarity with relevant laws, regulations, and best practices in the field.
- Possess empathy, compassion, and a strong commitment to confidentiality and non-judgmental thinking.
- Positive attitude to work including team work.
- Bilingual proficiency is a must (English and one South East Asian language preferred).

This is a fulltime position. If you are passionate about making a difference in the lives of those facing crises or abuse, we invite you to join our team as a Program Operations Manager at Mai Family Services. Together, we can create positive change and support those most in need.

Apply now!