**Job Title:** Programs Manager  
**Department:** Programs  
**Reports To:** Programs Director

**About The Pride Center of Maryland, Inc**

The Pride Center of Maryland, Inc is third oldest agency serving sexual and gender minorities in the United States. Our Mission is to be a catalyst for uniting and empowering sexual and gender minorities (SGM) in Maryland and to advocate for a better quality of life for the entire community.

**Position Description and Duties**

The PCOM Program Manager needs to conceive, organize, promote and implement effective programmatic initiatives. The ideal candidate understands the driving forces behind customer behavior and can collect and analyze client metrics from both real-life and digital data. They should be highly analytical and focused, but with keen insight into Maryland’s SGM population. The person must have experience in writing reports for local, state and federal grants. We’re looking for someone to design programs for our clients as well as work closely with partner programs to ensure that all programming is aligned with PCOM’s mission and vision. This job involves both short- and long-term programs that inspire, educate and attract audiences from all walks of life. It also means managing our Peer Navigators who are mission-driven, compassionate, vital, health and well-being affirming, adaptive individuals and leaders within the PCOM’s case management program. The peer navigator plays a key role in constructively representing the communities we serve and linking community members to PCOM services. Whereas the peer navigator’s key role is to link folks to medical, mental health and support services and help reduce health threats including the HIV/AIDS epidemic. Peer Navigators also facilitate programs within the PCOM that address specific populations.

Program Manager duties include the following:

- Write reports for federal, local and state grants
- Increase PCOM’s programmatic reach working with diverse SGM population in Maryland.
- Facilitate comprehensive linkage to care for HIV related client care and/or treatment
- Engage and inform primarily Black MSM and transgender, women, elders, youth, men and other sexual and gender minority (SGM) communities via targeted programs and events
- Conduct targeted community outreach and forums, distributing PCOM printed educational materials in social media, and at targeted locations and times monthly
- Expand partnerships with existing CBO’s to reach targeted communities.
• Facilitate the provision of HIV testing at PCOM to increase HIV/AIDS status awareness among targeted community
• Provide clients with comprehensive linkage to find access to behavioral health and social services facilities and drug rehab.
• Provide client referral and healthcare provider follow-up
• Engage and inform diverse MSM and transgender communities via town halls, community forums and educational events.

Ideal candidates are experienced social service providers with a strategic mindset, who have done personal development, healing and growth work in preparation to inspire well-being among client population, who are exceptional communicators and enjoy building strong relationships. These candidates should also be passionate and align with the PCOM’s vision and mission.

This position will report to the Executive Director.

DUTIES AND RESPONSIBILITIES:
• Supervising peer navigators
• Write reports for federal, local and state grants
• Coordinating monthly program meetings
• Scheduling and planning monthly outreaches
• Co-coordinate with collaborative partners for HIV testing and linkage to care service
• Work with ED to oversee development of sub-population specific outreach activities.
• Assist with report writing for funders and board, and data collection.
• Participate as team leader of peer-leaders and volunteers.
• Travel for work-related trainings and events as necessary.
• Act as a liaison between PCOM and Program Partners Perform other duties as reasonably assigned.
• Under direction of the ED, provide capacity building assistance and trainings to improve
• Assist in the development and implementation of measures that ensure problem resolution.
• Lead promotion process of PCOM case management activities through Facebook, Twitter, YouTube and other social networks.

REQUIRED QUALIFICATIONS:
• Bachelor’s degree in behavioral science or related fields, or equivalent experience.
• At least two years project coordination experience with increasing levels of responsibility.
**WORK DESCRIPTION**

- Demonstrated experience in community leadership and management, or quick-learning capacity.
- Community organizing, cultural work and public health focused experience.
- Demonstrated effective written and oral communication skills, including public speaking and group facilitation or quick-learning capacity.
- Have capacity to self-evaluate, seek solutions with supervisor/advisor, and complete task in a timely (as assigned) manner.
- Be proactively communicative and organized.

- TLC Certified
- Minimum of 3 years relevant community oriented case management/social services experience required; clinical experience preferred (Education can be substituted for experience)
- Associate degree required, Bachelor’s degree highly preferred (experience can be substituted for degree)
- Demonstrated leadership experience
- Knowledge and experience navigating public/social benefits and community resources, and facilitating individuals’ access to them
  - Familiarity with community resources that meet the social needs of Baltimore’s vulnerable population desirable
- Demonstrated ability to engage and work closely with a wide range of individuals, including clinical providers, Health professionals, and community partners
- Superb interpersonal and communication skills (verbal and written)
- Exceptional problem-solving skills, with initiative and attention to detail
- Comfort receiving data-driven performance feedback
- Comfort collecting demographic data, conducting client intakes, organizing and filing client files.
- Demonstrated ability to excel in a fast-paced, dynamic, diverse, environment, and able to meet concurrent deadlines, organize time and priorities, and to do so in collaboration with diverse stakeholders
- Comfort and proficiency with the use of technology to support efficiency, accuracy, and data driven work e.g. Redbook, Microsoft Office Suite, Google Suite and time management software