

POSITION DESCRIPTION

POSITION: PROGRAM MANAGER – NEW MEXICO

REPORTS TO: DIRECTOR OF PROGRAMS

CLASSIFICATION: EXEMPT

CREATED / REVISED: 8.17.26

The Foster Alliance (TFA) supports the foster care community by providing essentials to benefit children on the foster care journey believing all kids deserve a chance to win! Therefore, our vision is that every child on a foster care journey thrives. Always.

Team members bring their individual strengths to complement TFA's mission and values. Each team member has a specific role as we strive to create a culture within the organization that is creative, human-centered, and innovative.

SUMMARY:

The Program Manager – New Mexico will work out of our Albuquerque, NM office supporting the important work of TFA making sure current programs (Basic Essentials, Birthday Dreams, LSI, etc.) and community relationships are both maintained and strengthened. This balance will be reached with a focus on quality customer service while delivering programs and community engagement with a “just in time” approach. Success will be measured based on inventory matching client needs, staff management, community engagement furthering mission strategies, and the foster community's current and future needs are being heard throughout the state.

DUTIES & RESPONSIBILITIES:

Programs & Service: (70%)

- Oversee the Program Coordinator – New Mexico ensuring this individual has the guidance and resources needed to fulfill TFA's mission and position requirements.
- Maintain and develop TFA's presence in New Mexico as a “top of mind” and trusted partner throughout the region, especially with NM CYFD and Tribal Nations.
- Oversee all aspects of the Albuquerque office including programs and services, space management, inventory, volunteers, client engagement, staff, and community relationships to best serve the foster community in New Mexico.
- Coordinate essential pick-ups and deliveries to support TFA programs and services to include, as needed, driving the TFA mobile unit (RAM ProMaster 3500) to designated locations to support NM CYFD, tribal, and community partners.
- Support the Director of Programs as it relates to program and service oversight and community engagement on a project-by-project basis.
- Support TFA through various cross-departmental opportunities bringing a “can-do” approach with a focus on quality and customer service on a project-by-project basis.

Development: (25%)

- Assist with volunteer activations.
- Assist with presentations and engagements within the community.
- Serve as a relationship builder for corporate, foundation, and individual donors in partnership with the Development Team.

Other Duties As Assigned: (5%)

- All positions are expected to support inter-departmental cross training. At times, additional tasks are required, and employees are expected to be flexible and adjust to benefit the organization's mission.
- Maintain ongoing and open communication with one's supervisor as well as other leadership and colleagues.

EDUCATION AND EXPERIENCE

- A college degree is required for this position.
- Demonstrated leadership experience within a non-profit setting with supervisory experience preferred.
- Experience in managing complex projects simultaneously is necessary.
- Proficient in MS Office computer applications (MS Word, Excel, etc.) and other general office software.

SKILLS, ABILITIES & ATTRIBUTES

- Skills:
 - Dynamic leader who can engage others by being human-centric
 - Outstanding organizational skills
 - Excellent written and verbal communication
 - Good interpersonal skills
- Abilities:
 - Work on a desktop and/or laptop computer for multiple hours a day
 - Comply with TFA policies and procedures
 - Interact with clients in a busy environment including, but not limited to, lifting up to 40lbs
 - Always maintains confidentiality
 - Have a current NM driver's license with a clean driving record and be willing/able to drive/operate a Ram ProMaster 3500
- Attributes:
 - Creative problem solver
 - Dependable team player
 - Adaptable/flexible while working on focused tasks
 - Detail-oriented while understanding how tasks relate to overall mission
 - Embraces new challenges in support of organizational success

COMPENSATION & BENEFITS:

This is a full-time salaried position with an annual salary range of \$58K - \$75K. Full access to TFA's comprehensive benefits package per the Benefit Fact Sheet.

WORK HOURS & ENVIRONMENT

This job regularly operates in a professional office environment and warehouse environment near outside weather conditions. The role routinely uses standard office equipment such as assigned workstation, computer, phone, copier, and file cabinet. Must be willing to drive various distances for meetings, programs, or as needed and have a clean driving record and willingness to operate/drive our TFA vehicles and has a physical ability to lift and move various size containers weighing up to 40 lbs. In addition, this position requires a minimum of 40-hour work week, including the potential of evening and weekend hours as needed.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the job holder. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. TFA reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

TFA is an equal opportunity employer and values a diverse workforce and an inclusive culture.

We welcome your questions and interests.

When ready to submit your formal interests, please submit a cover letter and resume to our Human Resources Lead, Matt Lipan – Operations & Strategy Officer at mlipan@thefosteralliance.org.