



Position Announcement: Program Manager

About Perinatal Support Washington

Perinatal Support WA is a statewide non-profit serving Washington families since 1989. Perinatal Support WA supports and advocates for *all* families experiencing perinatal mental health complications. We strive to reduce stigma, reduce barriers to care, increase community voice, and help each family find their voice and path to feeling well again. We envision a day when postpartum depression and other perinatal mood and anxiety disorders are comfortably discussed and effectively treated as a standard of care for *all* families.

Program Manager Job Description

The Program Manager will be an important part of our small 2-3 person staff. The PM is a new position created to be the administrative backbone of our small non-profit that is experiencing growth and change. An ideal candidate will be independent, highly organized, detail oriented, and able to develop efficient systems to improve overall workflow and organization. Perinatal Support WA does not have an administrative office- work is done both remotely and in person at weekly staff meetings in Seattle. There is no direct service with clients as part of this position.

Program Management

PM is responsible for the administrative management of all programs including:

Professional Training Program:

- Manages all aspects of multi-year training program including managing training calendar, registration, venue location and contracts, catering, and day of details.
- Manages continuing education credits including ensuring CEUs/CNEs are up to date, apply for new trainings, and completing evaluation requirements/coordination.
- Monitor registration and coordination with staff to ensure attendance minimums are met.
- Coordination with trainers and venues- managing contracts, AV requests, and supplies.

Membership Program and Provider list:

- Manage multi-step application process including- tracking payments, approving applications, corresponding with applicants, tracking data efficiently.
- Update membership profiles on website- ensuring accuracy and standardization.

Program Data Management:

- Participate in acquisition and implementation of new CRM software.
- Manage program evaluation and participant tracking, improving this system as needed.
- Ensure programs complete required reporting in a timely manner.
- Supervise data entry to ensure data is captured accurately and efficiently.
- Data entry may be required as part of this position.
- Provides reports/ analyses at monthly board meetings to inform program decision making.

Publication/Mailing Management

- Manage all aspects of publication program to ensure efficient and cost effective program.
- Respond to phone and email requests in a timely manner

- Track mailing on spreadsheet.
- Manage inventory on printed materials, mailing supplies.

Communications

- Answer Perinatal Support WA business line and general email daily.
- Manage social media updates
- Manage Constant Contact email marketing platform or a similar.
- Ensure all professional and parent participants are connected to this resource.

Staff and Volunteer Management

- Ensure effective and thorough onboarding of new volunteers including matching volunteer with tasks, maintaining regular communication and follow up, and general oversight.
- Develop and maintain operational policies and procedures and effective ways to implement and communicate policies.
- Analyze and improve program workflow to facilitate effective and efficient operations.

Requirements

- Attend weekly in person staff meeting in Seattle.
- Attend monthly evening board meeting (2nd Tuesday 6:30-9pm).
- Have a laptop and phone- be able to telecommute.
- Some evening and weekend availability required- for special events, trainings, etc.

Qualifications

- Three years or more of program management or similar.
- Ability to work independently with little supervision
- Strong communication skills in writing, facilitation, and presentations.
- Experience working with and managing volunteers, and collaborating with nonprofit board, staff and professionals in community.
- Strong attention to detail and ability to manage long term projects
- Passion for and commitment to the mission of Perinatal Support WA
- Proficiency with Microsoft Office- Excel, Word, Power Point, Google Apps for work, and social media platforms
- Experience in mental health, public health or early learning fields highly desirable.
- Language other than English highly desirable.
- Basic WordPress skills or comfort with learning.
- Experience with EHR or client tracking software highly desirable.
- Experience with grant reporting highly desirable.

Perinatal Support WA is a family friendly workplace, with very flexible work schedule. There is ample opportunity for professional development and training in perinatal mental health. Part time \$23 per hour/20 hour per week. Paid sick leave. Not benefit eligible.

To apply, send a resume and cover letter to Mia Edidin at Mia.Edidin@perinatalsupport.org with "Program Manager" in the subject line. All submissions due by March 5th.