



Commonwealth Corps Program Manager

Organization

The Massachusetts Service Alliance (MSA), established in 1991, is a private, nonprofit organization that serves as the state commission on community service. Its mission is to catalyze the innovation and growth of service and volunteerism by creating partnerships that maximize resources, expertise, capacity, and impact. Toward this end, MSA *invests* public and private funds in community-based organizations in a fair and equitable manner; *convenes* and mobilizes individuals, nonprofits, corporations and government entities to link strategies related to service and volunteerism; *builds capacity* of programs and agencies through training and technical assistance; and *advocates* for the development and promotion of public policies and private initiatives that incorporate service and volunteerism as effective strategies to address community needs.

Job Description Summary

The Commonwealth Corps Program Manager is a member of the program team and is responsible for the oversight and management of the Commonwealth Corps program, a statewide program that places a corps of up to 65 members in service with host sites across Massachusetts. Primary responsibilities include overall program implementation, member and host site management, and supervision of the Commonwealth Corps Program Associate. This position reports to the Director of Programs.

Note: MSA strongly prefers that the incoming Program Manager would be on board in time for the New Commonwealth Corps Member Orientation on August 15 and 16 (or, at a minimum, is able to attend in order to begin the program year with members).

Specific Responsibilities

Program Management

- Provide oversight of and direction to the Commonwealth Corps program, including the supervision of the Program Associate.
- Coordinate evaluation and continuous improvement efforts, including reviewing monthly reports to track performance and measure progress of sites/projects against approved performance measures.
- Ensure compliance with Commonwealth Corps provisions and timely reporting to stakeholders.
- Manage and resolve member and host site challenges as they arise.
- Develop and implement alumni programming.
- Develop and disseminate program communications and outreach via social media, program and organizational newsletters, reports, etc.
- Oversee administrative tasks and Program Associate's related responsibilities, such as maintaining member files, approving member timesheets and reimbursements, coordinating logistics for member and host site trainings and events.

- In partnership with larger MSA team, coordinate with internal and external partners to promote Commonwealth Corps sustainability and brand and pursue additional resources.
- Envision and implement ways to utilize Salesforce database for program management and reporting.
- With Director of Programs, manage program budget to maximize available resources and ensure alignment with approved spending.
- Coordinate any other processes related to the successful implementation of the Commonwealth Corps.

Member Management

- Provide technical assistance and support to host sites for recruitment and selection of corps members, and conduct final interview with prospective members prior to final selection for the Commonwealth Corps.
- Develop and deliver member orientation & on-going training and development efforts.
- Lead efforts to build esprit-de-corps among corps members, such as all-corps events, service projects, communication with corps members such as a newsletter and/or blog.
- Ensure that corps members are provided with appropriate supervision and support through regular phone and email communication and site visits.

Host Site Management

- Manage relationships with host site agencies, in particular with member supervisors, and serve as the primary MSA contact person.
- Develop and implement host site orientation and periodic training.
- Provide oversight and monitoring to host sites through regular phone and email communication and site visits.
- Manage the host site selection process.

Qualifications

- Three to five years of experience in direct service and program management, particularly including experience leading a team of individuals and working with community partners. *Experience with corps-based service and statewide programming preferred.*
- Previous experience with the development and delivery of training.
- Strong demonstrated commitment to and understanding of service and volunteerism.
- Demonstrated ability to build strong, productive relationships with diverse individuals and organizations to achieve common goals.
- Capacity to work independently, as part of a team, and collaboratively with a broad range of individuals and organizations.
- Proven ability to initiate problem solving and remain flexible.
- Bachelor's degree.
- Strong communication (written, verbal) and presentation skills.
- Strong organizational skills and a desire to work in a fast-paced environment dedicated to community service.
- Skilled in the use of Microsoft Office.
- Familiarity with Salesforce.
- Ability and willingness to travel regularly within the Commonwealth of Massachusetts.

The Massachusetts Service Alliance is committed to hiring practices that support the values of a diverse workplace and reflect the makeup of the Massachusetts communities it serves. MSA

does not discriminate on the basis of race, creed, color, national origin, sex, secular preference, sexual orientation, marital status, age, political affiliation or religion, in accordance with non-discrimination requirements of applicable statutes. MSA welcomes applications from people with disabilities and will make reasonable accommodations upon request.

To apply, send a cover letter and resume by email to:

Beth McGuinness, Director of Programs
bmcguinness@mass-service.org

Please be sure to include "Commonwealth Corps Program Manager" in the subject heading.

Applications will be considered on a rolling basis, with priority to given to individuals who apply by July 10; all interested applicants are encouraged to apply as soon as possible.

For more information about the Massachusetts Service Alliance, please visit www.mass-service.org.