



POSITION: Program & Systems Change Manager

JOB LOCATION: San Diego / Imperial Valley / Hawaii

Exemption Status: Full-Time, Exempt

Reports to: Executive Director

Benefits Offered: Vision, Medical, 401K, Dental

**MINIMUM REQUIREMENTS:**

Clearance of Background/DOJ Live Scan. Valid CA driver's license and current automobile insurance and/or demonstrated ability to get around the community, attend meetings and out-of-town travel as necessary

**ORGANIZATION DESCRIPTION:**

Access to Independence of San Diego, Inc., a Center for Independent Living (CIL), is a nonresidential, cross-disability, non-profit corporation that provides services to people with disabilities to help maximize their independence and fully integrate into their communities with the following (non-exhaustive) core services: Information And Referral, Housing, Independent Living Skills Training, Peer Counseling, Systems/Individual Advocacy, Youth Transition, Transition from Institutions, and Assistive Technology. In addition, Access to Independence provides the following fee-for-service programs: AT Assessments, Employment, ADA consulting, Disability Management Training workshops. The aforementioned is not an exhaustive list of programs. As a non-profit organization, all program staffing is contingent upon funding.

**Job Purpose**

The Program & Systems Change Manager (hereafter referred to as Manager) at Access to Independence is responsible for handling several programs and all program-related projects to ensure that they are in line with the stated goal(s) of the branch and organization. Goals include local and statewide systemic issues. For this purpose, the Manager must be aware of local and statewide issues that affect people with disabilities, have the capacity to organize, train consumers on effective organizing practices, and affect change through demonstrable outcomes. The Manager provides quality control for the organization's programs through methods that include supervising and training staff and volunteers, monitoring program activities, and ensuring intended outcomes are met. The Manager is the front-line representative of the branch they manage, develops strong relationships with local leaders, reports on new trends and local and statewide funding resources that will benefit the local branch. The Manager supports the organization's strategic direction and manages short and long-term goals. The Manager directly supervises and evaluates the performance of branch staff. Managers must be analytical about systemic issues, must demonstrate excellent communication and interpersonal skills to communicate problems and potential solutions. The Manager works collaboratively with the Executive Director in the development of all new programs that includes elements of grant writing, fundraising, and data analysis relevant to the needs of all branch programs.



### **Primary Duties and Responsibilities**

The Program & Systems Change Manager performs a wide range of duties including the following:

- Organizes programs and activities in accordance with the mission and goals of the organization
- Be an active contributing community member to affect systemic change through networking and relationship-building
- Train consumers and community members, including staff, on effective organizing practices with the end goal of creating systemic change
- Manages short and long-term goals
- Contributes in the development of evaluation methods to assess program strengths and identifies areas for improvement
- Contributes to the development of program funding proposals
- Manages a team with a diverse array of talents and responsibilities
- Ensures goals are met in areas including consumer satisfaction, safety, quality and team member performance
- Implements and manages changes and interventions to ensure project goals are achieved
- Networks with local stakeholders to promote the organization and the needs of constituents
- Produces accurate and timely reporting of program status throughout its life cycle

#### *Personal characteristics:*

The Program & Systems Change Manager must demonstrate competence in all of the following:

- **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization. Maintains contact with professional and industry associations, and government bodies to keep informed on issues, emerging best practices and systems issues
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques. Possess excellent written and oral communication, and presentation skills. Display high comfort and tolerance to manage stress and role demands. Possess professional finesse at effectively and proactively assessing and resolving conflicts.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities
- **Focus on Consumer Needs:** Anticipate, understand, and respond to the needs of consumers to meet or exceed their expectations within the organizational parameters.



- Professional Improvement-Oriented: Actively pursues professional development to maintain and enhance qualifications, knowledge and skills related to established professional goals
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of the organization. Display interpersonal qualities necessary to generate enthusiasm, integrity and build consensus with direct reports and staff members
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization. Demonstrated capacity to think strategically with expertise in complex problem solving, decision making and critical thinking skills, displays empirical good judgment
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

#### **Education and Work Experience:**

- Master's degree in a social service or related field
- At least 5 years management experience
- 3-5 years working for a non-profit charitable organization
- Proven Fundraising experience
- Proven stakeholder engagement
- Competency in Microsoft applications using Word, Excel, and Outlook
- Bilingual

#### **Working Conditions**

- Usually works in an office environment but the mission of the organization may sometimes take them to non-standard workplaces
- Works a standard (exempt) work week and may be required to work some evenings and weekends to monitor program activities
- At times requiring extended travel
- In the absence of direct program staff, the Program & Systems Change Manager will temporarily perform all duties of the program



The Program & Systems Change Manager networks with local leaders to further the mission of the organization. The Program & Systems Change Manager does not engage in negotiations; bind, verbally or written, directly or indirectly, the organization with any other person or entity. The Program & Systems Change Manager does not sign agreements outside of pre-determined parameters, as set forth by the Executive Director.

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Printed Name

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Signature

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Date