**Society for the Blind**

Job Description

Job title: Core Programs Manager

Classification: Exempt/Full-Time

Reports to: Executive Director

Society for the Blind is currently seeking an experienced individual to lead in our Rehabilitation Services Department. Our mission is to empower individuals who are blind or have low vision to live productively and independently by building confidence through training, tools and mentorship. Society for the Blind is a 501c3 organization serving Northern California, with a focus on Sacramento, Placer and Yolo counties.

**Position**

The Core Programs Manager will have overall strategic and operational responsibility for all Core Programs. The position will be a part of the senior management team that drives the overall strategy for the organization and represents Society for the Blind (SFTB) within the community. The Core Programs Manager will initially develop deep knowledge of each project, program operations, and business plan, and will focus on the following three areas: program leadership and management, external relationships, and knowledge management.

The Core programs include, but are not limited to individual instruction in Orientation and Mobility, Braille and Communication, Adaptive Technology, Independent Living Skills and Transportation. Supportive services include, but are not limited to, mentorship programs, support groups, community integration activities, training seminars and social activities. Additionally the Core Programs Manager will be responsible for guiding clients through the rehabilitative process at the SFTB.

**Responsibilities**

**Program Leadership & Management:**

* Enhance, expand, and implement organizational vision as established in Strategic Plan
* Ensure ongoing programmatic excellence to meet the needs of the Clients
* Demonstrate consistent quality of finance, by ensuring leads and program assistants have the support necessary to submit accurate reporting and monthly billing in a timely manner.
* Attract, develop, coach, and retain high-performance team members, empowering them to elevate their level of responsibility, span of control, and performance
* Supervise instructional staff Team Leads to ensure that the highest level of instruction and service is reached and maintained.
* Work with staff to develop systems to ensure consistent, high-quality service
* Work with Programs staff to ensure we are working with up-to-date effective and progressive curriculum.
* Provide leadership in development of inter-team communication and cohesiveness, sustaining culture and supporting staff during organizational growth
* Supervise the creation and implementation of satisfaction and skills assessment surveys. Action survey response plans to be implementation when appropriate.
* Attend all staff and department meetings
* Adhere to all SFTB policies and procedures
* Assist clients and the general public on learning best practices to use when navigating the Department of Rehabilitation.
* Provide advice and assistance to other departments within SFTB regarding services, devices, and techniques which may be of benefit to the blind or visually impaired
* Supervise the processing of authorizations for current and new clients
* Ensure employee handbook is kept up to date
* Schedule weekly meetings with all Rehabilitation Services clients and instructors
* Perform other duties as may be assigned

**External Relationships:**

* Continually expand and maximize fee-for-service revenue through Department of Rehabilitation in addition to other relationships for the purpose of developing new client services and funding sources.
* Supervise the dissemination of information and referral services to clients and the community.
* Manage relationships through positive and professional actions with the counselors and other staff of the Department of Rehabilitation in addition to other partner organizations. This is to include but not be limited to providing advice and assistance regarding services, devices, and techniques which may be of benefit to the blind or visually impaired.
* Participate in counselor/instructor/client case conferences as needed
* Consult with clients from time to time regarding progress, benchmarks and issues with their training

**Knowledge Management:**

* Develop the necessary systems, processes, and tools to better support the facilitation, collection, and sharing of knowledge that is generated by the core programs
* Develop dissemination system to share organizational learning with a broad range of communities
* Ensure that key program outcomes and/or policy, advocacy, and legislation are evaluated and leveraged for maximum community and organizational impact
* Work collaboratively with the senior management team to integrate cross program activities and functions

**Qualifications**

The Core Program Manager will be thoroughly committed to SFTB Nonprofit's strategy and mission.

* Excellent communication, organizational and time management skills
* Proven ability as an exceptional manager and supervisor
* Ability to work individually or as part of a team
* Solid Proficiency in the Microsoft Office suite including Excel and technology in general
* Understanding of blindness and some proficiency in non-visual techniques
* Current and up-to-date knowledge of best practices in programs for the Blind and Visually Impaired.
* A minimum of four years paid professional working experience in the field of rehabilitation, preferably in the field of blindness rehabilitation
* Significant college courses in Education, Rehabilitation Counseling, Social Work, Management of related field required. Masters Degree preferred.

Please submit a resume and cover letter by email to [hfrank@societyfortheblind.org](mailto:hfrank@societyfortheblind.org). No phone calls please.