



Hello Baby Priority Program Manager

JOB DESCRIPTION

January 2025

The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality in Allegheny County.

Overview:

We are seeking a passionate, dedicated, and experienced candidate with strong execution skills to play a pivotal role in the implementation and success of the Hello Baby program. This program is designed to strengthen families, enhance child outcomes, and maximize the overall well-being of children and families.

As a key member of the Hello Baby Priority care team at Healthy Start, the Program Manager will lead essential aspects of program delivery for families in Allegheny County with complex needs, particularly those parenting newborns and young children. This role requires a hands-on, proactive approach to program execution, ensuring that initiatives are carried out effectively and efficiently. The candidate must possess robust administrative and clinical expertise, with the ability to creatively solve problems, analyze data, and drive actionable insights. The Program Manager will work in close collaboration with the Hello Baby Director and other Healthy Start colleagues to guarantee seamless service delivery, consistent program outcomes, and continuous improvement.

The ideal candidate will be a critical thinker, capable of leading a team a team of supervisors and navigating complex systems and fostering strong relationships with a diverse range of community partners. Strong executive skills are critical in this role, as the Program Manager will be responsible for translating strategic plans into actionable steps, overcoming obstacles, and ensuring that all program objectives are met on time and within scope. A proven track record in successful program implementation and staff management is essential, as is a deep commitment to diversity and inclusion. The ability to cultivate collaborative partnerships and engage stakeholders at all levels will be key to the program's continued success.

Responsibilities:

- **Ensure Compliance with Standards:** Oversee the service delivery of the Hello Baby program to ensure it consistently meets Healthy Start and Hello Baby regulations, standards, and best practices, guaranteeing high-quality, compliant programming.
- **Onboarding, Training, and Performance Management:** Lead the onboarding process for new staff, providing comprehensive training on program policies, expectations, and systems. Manage performance evaluations and provide ongoing coaching to ensure staff development and effectiveness.
- **Ongoing Training and Development:** Design and facilitate regular training sessions for the care team, support staff, and leadership, ensuring continuous professional development, skill enhancement, and alignment with program objectives.
- **Supervision and Support:** Provide administrative and clinical supervision for direct reports, offering guidance and support to foster a positive work environment, encourage professional growth, and address any challenges or concerns.
- **Team Leadership:** Facilitate and lead regular team meetings, ensuring open communication, collaboration, and the alignment of team efforts with the program's mission and objectives.
- **Program Messaging and Accountability:** Assist in delivering key agency and program messaging, while ensuring clear follow-through, accountability, and the successful implementation of strategies across the program.

- **Referral and Service Delivery Support:** Provide hands-on programmatic monitoring, offering guidance and support around referrals, case assignments, and service delivery to ensure consistent, high-quality care for participants.
- **Quality Assurance through Auditing:** Regularly audit participant files, including documents, assessments, and contact notes in the participant database, ensuring accuracy, completeness, and compliance with organizational standards.
- **Policy and Procedure Development:** Collaborate with leadership to provide input on the development, review, and standardization of program policies and procedures, ensuring that they reflect best practices and meet regulatory requirements.
- **Staff Meeting and Training Engagement:** Actively participate in internal and external staff meetings, training sessions, and conferences to stay informed on emerging trends, best practices, and opportunities for program improvement.
- **Maintain Effective Partnerships:** Cultivate and maintain strong, productive working relationships with essential program partners, community agencies, and resource providers to ensure seamless service delivery and collaborative problem-solving.
- **Internal Collaboration:** Participate as a key member of the internal management/supervisory team, working collaboratively to ensure cross-program coordination, quality assurance, and continuous improvement within the agency.
- **Provide Regular Updates to Program Director:** Keep the Program Director consistently informed on the status of the team, highlighting any challenges, successes, or needs that may require attention or resources.
- **Other Duties as Assigned:** Carry out additional responsibilities as directed by the Program Director or senior leadership, demonstrating flexibility and a proactive approach to program needs.

Qualifications:

- A strong dedication to enhancing child outcomes and maximizing family well-being, with a deep commitment to creating lasting, positive change in the lives of families and communities.
- Demonstrated and unwavering commitment to equity, diversity, and inclusion. Proven experience addressing disproportionality and working effectively with culturally diverse populations and systems, ensuring all families receive fair and equitable support.
- In-depth knowledge of and experience in crisis management, with the ability to respond quickly and effectively to emergent situations, providing appropriate interventions and support for families in need.
- Experience in home visiting is highly preferred, though not required. Familiarity with best practices in home-based support services and family engagement will be advantageous.
- Exceptional written and verbal communication skills, with the ability to engage, inform, and motivate a variety of audiences. Proven ability to manage administrative tasks efficiently, ensuring smooth day-to-day operations of the program.
- Ability to lead, inspire, and motivate a diverse team, fostering a collaborative and supportive environment. Strong interpersonal skills with a focus on coaching, mentoring, and developing team members to achieve program goals.
- Familiarity with data analysis, program evaluation, and reporting processes, with the ability to collect, interpret, and use data to assess program effectiveness and guide decision-making. Experience in generating clear, actionable reports is highly preferred.
- Highly proficient in Microsoft 365 applications (Word, Excel, PowerPoint, Outlook), with the ability to leverage these tools for effective communication, data management, and program tracking.

Education and Experience:

- At least 5 years of progressively responsible direct service and/or supervisory experience in human services, with a Bachelor's degree or Master's degree, preferably in social work, human services, nonprofit management or a related field.
- Significant experience/training in lieu of degree may be considered.
- Must have demonstrated supervisory experience.
- Clinical supervision, administrative and/or project management experience/skills preferred.
- Social work licensure and experience with reflective supervision highly preferred.

Job Requirements:

- Act 33/34 and FBI clearances are required.
- Valid unrestricted Pennsylvania Driver's License.
- Must possess valid and current automobile insurance and be listed as an insured driver
- Fully vaccinated for COVID-19

Supervisory Relationship:

This position works under the direction of the Hello Baby Priority Program Director.

Compensation:

The starting salary range for this position is \$60,000 - \$65,000 annually, commensurate with skills and experience. We offer a comprehensive and competitive benefits package. FLSA Status: Exempt

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Application Instructions:

Send resume and cover letter to HR@hsipgh.org. Applications submitted without a cover letter WILL NOT be considered.