



Southeast Asian Development Center

Economic Success Program Manager

Do you like working with disadvantaged communities and helping people to realize their dreams and their full potential? The Southeast Asian Development Center is seeking a full-time Economic Success Program Manager. The ideal candidate is a motivated and compassionate professional with experience pertaining to the delivery and administration of human services, program design and implementation, workforce development, systems change advocacy, and staff supervision.

About Us:

Southeast Asian Development Center's (SEADC's) mission is to foster a healthy, thriving, and self-sufficient Southeast Asian American community.

Founded in 1977 in San Francisco's Tenderloin District, SEADC (formerly known as Vietnamese Youth Development Center) is a nonprofit organization dedicated to lifting children, youth, and families from Cambodia, Laos, Vietnam, and elsewhere out of poverty. Our services are structured around providing low-income and vulnerable Southeast Asian Americans with basic needs and skills critical to building successful futures. We provide jobs, academic support, language translation, health and wellness services, and more, while promoting cultural resiliency and social integration. Learn more about us at: <https://seadcenter.org>

About The Position:

SEADC seeks a full-time program manager to lead the Economic Success Department's multiple programs supporting low-income Southeast Asian adults. Our Economic Success (ES) team serves over 350 adults each year, providing them with the tools needed to be work ready, to be placed into jobs, to improve English and self-advocacy skills, and to access to basic needs such as food, housing, and healthcare. Reporting directly to the Program Director, the ES Program Manager manages all aspects of program design, implementation, quality control, and documentation/reporting. The Program Manager directs the day-to-day operations of our ES programming, manages internal and external relationships, supports a team of up to 7 staff, coaches and supports volunteers, and drives processes and strategies to reduce poverty and increase income for our adults, using data to inform decision-making and measure progress. The Program Manager is an inspiring team leader, savvy at the art of managing people and projects, is goal-oriented and is excited by both strategic and on-the-groundwork. The Program Manager provides leadership congruent with agency policy, values, and mission, and provides SEADC's leadership with reports as required and leads projects or functions as assigned.

The ideal candidate will have demonstrated successful program development, management, and supervision of staff. The candidate will have knowledge and understands the experiences of low-income individuals, immigrants, and or English Language Learners. The successful candidate will have or acquire a thorough knowledge of local resources, public and private, relevant to improving the economic status of low-income Southeast Asians.

Great Benefits & Competitive Salary

Salary Range: \$65,000 to \$70,000 annually, DOE

Benefits include: medical, dental, vision, 401 k employer match, AD&D, EAP, commuter benefits, 12 holiday days, 10 vacation days and 10 sick days per year.

Work Location: SEADC's office is located in downtown San Francisco, convenient to BART and other public transit. Many of our staff are currently in a hybrid (in-person and remote) work environment. Once public health conditions safely allow, staff will return to the office fully. This position ES Program Manager position will be working in-person at our office space daily.



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Reports to: Program Director

Start Date: ASAP

Responsibilities:

Program Management

- Manages the planning, implementation, and evaluation of programs under the direction of the Program Director and in alignment with the organization's mission, vision, and operating principles and values.
- Develops annual program work plans in achievement of the organization's strategic priorities and contract deliverables.
- Participate in the ongoing development, evaluation, and refinement of service delivery including field training and support to ensure quality and effectiveness of services. Ensure high fidelity to SEADC standards and competencies among staff.
- Provide direct support and collaborative leadership to ensure seamless business and service delivery across agency departments.
- Provide oversight and compliance checks to ensure accuracy and integrity of all documentation.
- In collaboration with Program Director, support budgeting, contract control, staff time tracking, financial back up documentation, reporting and renewal, and all aspects of program/projects.
- Oversee day-to-day operations and effective functioning of programs and sites; track outcomes, implement case plans, and ensure retention of clients in the Economic Self-Sufficient programs.
- Ensure program data is entered on time and correctly to support program evaluation and outcomes tracking.

Talent Management

- Train, develop and supervise a team of direct service staff and support them on best practices for effective service partnerships with non-profit agencies, academic institutions, companies, corporations, and government; assist as needed with the recruitment and hiring of new staff.
- Manage performance of direct services staff to meet expectations in client retention, resource and referral, workshop delivery, adult-learning, housing, and job placement.
- Provide weekly one-on-one participant-centered supervision to service staff.
- Provide on-going in-service training to ensure high qualified and developing staff able to engage and support participants toward outcome achievement through both individual and community-based programming.
- Provide guidance to ensure focus on English and Life Skills improvement, successful social services navigation, work readiness and housing attainment.
- Ensure robust awareness and access to community resources for all staff.
- Provide guidance to ensure accuracy of economic self-sufficiency information are provided to staff including enrollment into housing, social service linkages and referrals, workforce, VESL and life skills classes.
- Attend weekly agency staff meetings and individual weekly supervision with the Program Director.
- Facilitate regular team meetings for direct staff to increase collaboration, resource sharing and program fidelity.
- Coordinates with fund development and communications department to share client impact and stories.

Partnership and Community Engagement



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- Serves as agency representative to key stakeholder groups, ensuring that the needs of Southeast Asian Americans are prioritized.
- Manages healthy interagency collaborations, documenting expectations/roles/responsibilities of all parties and provide ongoing appreciative/development feedback to colleagues.
- Strengthen interagency relationships by showing up as an ally to partner organizations and ensuring that SEADC representatives are engaged and familiar with key partners and stakeholders.
- Orchestrate site visits and tours for funders and community providers to demonstrate how Southeast Asian Development Center Economic Success programs improve Southeast Asian adult's economic situation.
- Proactively engages with issues impacting Southeast Asian Americans, staying abreast of emerging needs, trends, and research.

Direct Client Support

- May provide support to promote conflict resolution, safety or action planning, or crisis de-escalation.
- Provide direct support to participants during staff absence or vacancy.
- Other duties as assigned by Program Director.

Qualifications:

- Bachelor's degree required. Master's degree in Public Administration, Nonprofit Leadership, Social Work or related is a plus.
- Two plus years of career development, job placement, economic development, or social work/social service.
- Two plus years of supervisory experience with desire to be a leader in high energy environment preferred.
- Two plus years of experience working with low-income community members to navigate social service resources and or workforce related activities to improve their economic status.
- Experience working with small business and or entrepreneurship is a plus.
- Demonstrated success organizing, managing, and evaluating programs, events, campaigns, or productions.
- Have direct management experience or demonstrated experience of working with volunteers, interns, and/or emerging professionals.
- Experience and cultural competency with high-risk groups and providing services to underserved populations.
- Ability to work cooperatively on a multi-disciplinary diverse team.
- Proficiency with Microsoft Office applications including MS Word, Excel, PowerPoint, Outlook, and data entry programs such as Salesforce.
- Strong and exceptional written and oral communication skills including the demonstrated ability to research, assimilate, and analyze information, compose engaging messages, and present data in a clear and inspiring manner.
- Have a high level of professionalism in work and interpersonal interactions with both internal and external contacts, present to others as organized, informed, and friendly.
- Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives, and formulate rapid solutions, with understanding of the inherent risks and implications of making tough decision.
- Availability to work evening and weekend works and some travel as required.
- Ability to manage multiple projects in a very fast-paced, performance-oriented environment.
- A passion for SEADC mission.



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- Fingerprinting and TB background check required.

Application Deadline: open until filled.

COVID-19 vaccination: We require all employees to be fully COVID vaccinated with the card to show proof of vaccination. Fingerprinting and TB background check is also required.

To Apply:

Please send your resume and a cover letter to: careers@seadcenter.org; please put “ES PM” in the subject line.

We are an Equal Opportunity Employer and committed to embracing diversity and consider all applicants for all positions without regard to color, ethnic background, religion, sex, gender identity, sexual orientation, national origin, age, disability, HIV/AIDS or veteran status.