



Program Manager

Journey of Hope Grief Support Center is on a mission to renew hope, foster healing, and develop resilience in the hearts of children grieving the death of a loved one. We provide peer support groups for children and teens and their parents or caregivers, as well as for young adults. We also train professionals (teachers, school counselors, private counselors, clergy, youth sponsors, coaches, etc.) to help them identify and support grieving kids. Additionally, we provide community bereavement support to all types of organizations in North Texas when they experience the death of someone connected to that organization. We are seeking a full-time bilingual Program Manager to coordinate programs at new and existing locations.

The Program Manager reports to the Program Director and assists with the implementation of Journey's programs, as directed by the Program Director. The Program Manager acts as the group coordinator for assigned locations, conducts intake sessions with families and provides information and referrals, assists with coordination of program outcomes collection and evaluation, conducts community education and outreach, and enters and maintains program-related data. The Program Manager may also supervise volunteers and interns.

Support Group Program:

- Assist in the development and preparation of curriculum and activities for in-person and virtual support groups and all family events.
- For assigned locations, act as the group coordinator, assuring that the facility will be open and available for scheduled sessions, communicating with families and facilitators regarding session details, assuring that all curriculum and supplies needed for each support group session are properly prepared in advance of each session, and preparing and debriefing with facilitators before and after each session. Provide regular and timely communications to family participants at assigned locations and follow up with families as needed.
- Coordinate outreach activities to promote JOH programs, including outreach to school counselors, nonprofits, hospitals, hospices, clergy and others who may encounter grieving families.
- Respond to inquiry calls and meet with families interested in the support group program to establish a foundation for participation in groups, determine appropriateness of groups to meet family needs, and obtain required paperwork in accordance with JOH policies and procedures.
- Maintain accurate and timely records of attendance at support groups and family events in a manner that allows accurate reporting on various aspects of program delivery and participation.
- Assist with recruitment, training and scheduling of new facilitators and program volunteers. Assure that all program volunteers at assigned locations receive regular and timely communications and feel supported in their roles.
- Assist with all other program-related planning, delivery, evaluation and outreach.

Professional Training Program:

- Assist the Program Director in the development, promotion and delivery of professional training programs that assist helping professionals who interact with children and teens in understanding children's grief and being aware of JOH programs for families.

Community Bereavement Program:

- Assist the Program Director in responding to community grief needs through conducting processing sessions and providing other resources as requested.

Qualifications:

- Fluent in spoken and written English and Spanish
- Graduate degree in social work, counseling, psychology, or marriage and family therapy
- Current Texas State license in professional field (LMFT, LCSW, LPC)
- Malpractice insurance coverage
- Clinical experience with children, families, and groups; strong understanding of the grief process and experience with children who have experienced a loss
- Ability to work evenings and some weekends
- Excellent written and verbal communication skills; skilled with basic computer programs such as Microsoft Office and email programs; comfort with public speaking and networking; skills in posting on social media platforms
- Strong organizational skills; detail oriented and able to complete assigned projects with limited supervision
- Skills in organizing, influencing, encouraging, motivating, and supervising staff/volunteers; ability to relate to people of all ages
- Ability to tolerate intense affect, including strong expressions of grief, and to contain others' anxiety as well as one's own anxiety; ability to recognize and maintain appropriate boundaries
- Ability to assess needs of families (i.e. appropriateness of support groups)
- Strong team orientation and collaborative skills
- Integrity, warmth, positive outlook, compassion, and a sense of humor
- Demonstrated commitment to the values of diversity, inclusiveness, and empowerment
- Experience working with diverse and multicultural populations
- Must have reliable transportation

Note: This job description is a general description of the role of the Program Manager; it is not intended to describe every responsibility and task of the role.

To apply, please submit your resume and salary history to senglish@johgriefsupport.org.