

**IRIS HOUSE, INC.  
POSITION DESCRIPTION**

<b>Position Title:</b>	<b>Program Manager</b>	<b>FLSA Status:</b>	<b>Exempt</b>
<b>Incumbent:</b>	<b>N/A</b>	<b>Department:</b>	<b>Prevention</b>
<b>Reports To:</b>	<b>Ofelia Barrios, Sr. Director</b>	<b>Date:</b>	<b>October 2024</b>
<b>Location:</b>	<b>West Side Headquarters In-Person</b>	<b>Salary:</b>	<b>\$65,000</b>

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**POSITION SUMMARY**

The Program Manager oversees, organizes, and monitors the Ryan White Social Determinates of Health (SDOH) program. SDOH, aims to provide Non-medical Case Management (NMCM), Health Education/Risk Reduction (HE/RR), Food Bank/Home Delivered Meals (FB/HDM), and Psychosocial Support Services (PSS) to all Ryan White-eligible populations, with a focus on BIPOC (Black, Indigenous, and People of Color) individuals. The Program Manager is responsible for the administration and day to day operations of the program and staff. The Program Manager will be a person who has experience working with BIPOC, people living with HIV/AIDS, and individuals at risk for HIV, STI, and Hepatitis C infection, and addressing SDOH by providing access to medical care, supportive services, behavioral health, food security, and increase viral load suppression among BIPOC population residing in Upper Manhattan and the South Bronx. The position will participate in recruiting for the program, establishing client eligibility and completing a centralized intake assessment/reassessment, developing a client-centered care plan and non-medical care management services with program staff and peer workers. The Program Manager reports to the Senior Director of Community Health Initiatives and will assist the Senior Director with funder reporting as directed.

**ESSENTIAL POSITION FUNCTIONS**

1. Manages, plans, directs and coordinates the program’s work plan, reviews, evaluates and assesses workload, work methods and procedures, meets with staff and management to identify opportunities for improvement, resolves problems and directs and implements changes. Management skills and ability to generate program reports is essential for this position.
2. Evaluates the effectiveness of ongoing operations and the application of the contract funder’s requirements to ensure compliance and to make recommendations for the development and implementation of new and/or revised program policies and procedures and to develop and implement service delivery activities that effectively meet the needs of clients.
3. Ensures quality assurance by periodically auditing and reviewing client charts to assess adherence to the funder’s contractual agreement, to ensure the completeness of all chart documentation and to assess the quality of services delivered.
4. Organizes, facilitates, and leads client eligibility, intake assessment/reassessment, care planning and non-medical case management and coordinates SDOH referrals and services among BIPOC populations, especially for food insecurity and housing needs. The Manager will meet with each new client to conduct an intake assessment. Identify sites and locations to recruit participants and establish working relationships and linkages to care as needed.

5. Participates and ensures integrity of data collection and entry for evaluation purposes and participates in continuous quality improvement of the program. Participates in the design and preparation of activities to publicize the program within the community.
6. Provides educational and resource information and/or engages potential clients into Iris House programs. Provides guidance to program staff on how implement non-medical case management, emotional wellness support groups, educational workshops, nutritional classes, and medical and support service appointments for clients and addresses SDOH among eligible clients.
7. Presents Iris House programs and services to other community-based organizations to cultivate and maintain linkage agreements for reciprocal services and to generate referrals for Iris House HIV/AIDS services.
8. Monitors and evaluates assigned personnel, provides and coordinates staff training; works with employees on performance issues, responds to staff questions and concerns; makes discipline recommendations to senior management.
9. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures, identifies opportunities for improvement. Ensures senior management is informed of significant issues and conditions that may have an adverse impact on the organization's operation and goals.
10. Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism and other discriminatory practices.
11. This position is fully in-person, and all services are rendered at our West Side Headquarters.

## **OTHER POSITION FUNCTIONS**

- Serves as a liaison between the NYSDOH AIDS Institute and Iris House.
- Prepares clear and concise reports, correspondence, policies, procedures, and other written materials.
- Demonstrates teamwork and open communication.
- Establishes, maintains, and foster positive and effective relationships with those contracted in the course of work.
- Performs other related duties as assigned by supervisor.

## **POSITION REQUIREMENTS**

<b>Education:</b>	Bachelor's Degree in Human Services or related field or equivalent educational and work experience. Case Management, HIV educational and Ryan White experience preferred. Spanish Bilingual preferred.
<b>Experience:</b>	At least five (5) years of related experience, including two (2) years of management and administrative experience.
<b>Other Requirements:</b>	Knowledge and understanding of HIV/AIDS prevention, food security, SDOH, housing, and case management. Strong group facilitation skills; Excellent communication skills; Must be proficient in the use of personal computers. Ability to work some late nights and weekends.

**Qualified Candidates please send cover letter and resume to Ofelia Barrios, Sr. Director of Community Health Initiatives, at [obarrios@irishouse.org](mailto:obarrios@irishouse.org)**