



**Job Announcement**  
**Manager of Operation & Program Services**

Full-Time 40 hours per week

Salary: \$40,000-\$60,000

Benefits: Paid holiday, vacation and personal/sick time

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HeartLove Place is a nonprofit Christian ministry dedicated to serving families. Located in the Harambee community of Milwaukee, HLP has been a part of the community since 1989 with grassroots programming that works side by side with community residents and other ministry partners to meet the needs of families. Through our Family Resource Center, HLP provides programs for the whole family that focus on growth in the areas of spiritual, education, social, creative and wellness.

***Mission: With a heart of love; teach, encourage and support families through programs and services centered in Christian values.***

**Position Summary:**

The Manager of Program Services works in a team approach with HeartLove Place Staff to ensure the mission, program goals and outcomes are met. This position will interact with staff and requires a high level of communication and team management. The Manager of Program Services is a key role within the organization that will work to carry out and manage the operational and programmatic functions of the organizations programs, activities and services to ensure effectiveness and efficiency.

**Qualifications:**

- Bachelor's degree in nonprofit program management or social services or at least 3 years of nonprofit programming and/or social service experience.
- A valid WI Driver's License.
- Excellent oral and written communication skills are essential.
- Proficient in Microsoft Office Suite, QuickBooks, Zoom, virtual and social media programming
- Program development and outcome based evaluation experience required.

**Key Job Duties**

- Manage the day-to-day operation that includes management of staff, work flow processes, management of HLP vehicles and budget management.
- Oversee the management, growth and evaluation of all HLP programs and services.
- Working with staff, develop, monitor and manage department/program budgets.
- Hire, train, supervise and evaluate staff.
- Develop partnerships with like-minded organizations and groups in order to meet the needs of families and the community.
- Create and implement logic models for youth and family programs in addition to outcome measurement and reporting to identified sources on a quarterly basis.
- Establish goal oriented "case management" services including but not limited to home and school visits.
- Provide educational and recreational opportunities for families, which enhance positive family relationship and peer- to-peer interaction, resulting in strengthening family relationships.
- Serve as community Liaison between HLP and the Harambee community, establishing positive collaborative and community partnerships to include but not limited to area churches, schools, other CBOs etc.

For employment consideration, please e-mail **cover letter and resume** to [hr@heartloveplace.org](mailto:hr@heartloveplace.org)

HeartLove Place is an Equal Opportunity Employer.