



**Title:** Program Manager, Community Outreach

**Job Family:** Professional Staff

**Employment Status:** Exempt

**Supervisor Title:** VP of Education

**Date Revised:** October 2021

### **Summary of Position:**

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The Program Manager, Community Outreach, will expand community outreach and engagement efforts within the primary immunodeficiency (PI) community, inclusive of diversity, equity, and inclusion (DEI) activities, as well as youth, teen, and young adult engagement.

This position will steward outreach and education programs, participate in planning virtual, hybrid, and in-person events for individuals in the PI community, will present on the organization's activities, and will interact with individuals with PI, family members, medical professionals, volunteers, and organization, industry, and corporate representatives.

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### **Position Responsibilities:**

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- Support the strategic objective to grow and diversify IDF's PI Community.
- Develop and/or implement outreach activities, programs, and strategies to cultivate community awareness, build relationships, and engagement within the PI community for individuals with PI, family members, and medical professionals.
- Develop, oversee, monitor, and evaluate IDF's diversity and engagement activities.
- Plan, direct, and coordinate IDF's Teen Program and initiatives for children and young adults.
- Collaborate with internal staff, corporate, industry, and organization partners to ensure necessary program planning, development, and management activities function efficiently; successfully managing the activation of sponsorships.
- Plan, organize, and lead regularly scheduled committees and task forces to ensure program objectives are achieved.
- Support programming of IDF education events for individuals with PI and family members.
- Train and supervise volunteers required for outreach and support to specific communities.
- Serve as the contact person for Spanish speaking individuals in the PI community.
- Other duties as assigned.

## Education:

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- Bachelor's degree or equivalent experience.
- Any equivalent combination of training, education, and experience that demonstrates the ability to perform the essential functions of the position.

## Experience:

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- One to three years' experience as a Program Manager.
- Demonstrated experience working with youth and young adults.
- Experience working with individuals from the corporate and organization sectors.
- Experience in working in a culturally diverse community setting.
- Bilingual in English and the Spanish language, required.

## Technical Requirements:

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Proficiency in the following software programs is necessary for this role:

- Microsoft Office, including Word, Excel, PowerPoint, Outlook
- Internet Browsers (Firefox, Chrome, Internet Explorer)
- Data base management system software
- Calendar and scheduling software

## Job Competencies

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### Universal Competencies for All Staff:

Details key behaviors necessary for each employee to perform effectively across whole organization. Target behaviors guide the goal setting and performance evaluation process. As each employee ascends in their career journey, they cultivate and utilize the new skills they acquire at each level.

- **Adaptability:** Adapts well to changes in assignments and priorities; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; approaches change positively and adjusts behaviors accordingly.
- **Communication:** Uses effective and accurate writing and speaking skills; clearly conveys and receives information to others in a timely manner that engages the audience, helps them understand the message, and invites responses; includes all relevant team members when sharing information.
- **Customer/Client Focus:** Makes customers (both internal and external) and their needs a primary focus of one's actions; developing and sustaining customer relationships.
- **Planning and Organizing:** Organizes work, sets priorities, and determines resource requirements; determines necessary sequence of activities needed to achieve goals in a complete and timely manner.

- **Teamwork:** Participates as an active and contributing member of a team to achieve team goals. Builds strong work relationships and adjusts to how individuals and organizations function and react. Responds positively to feedback and incorporates it into work. Works cooperatively with other team members, involves others, shares information as appropriate, and shares credit for team accomplishments.

### **Competencies for Professional Staff:**

Details key behaviors necessary for each employee to perform effectively in their specific role. Target behaviors guide the goal setting and performance evaluation process. As each employee ascends in their career journey, they cultivate and utilize the new skills they acquire at each level.

- **Continuous Learning/Professional Development:** Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.
- **Action Oriented:** Consistently maintains high levels of activity or productivity; sustains long working hours, when necessary, works with vigor, effectiveness and determination over a sustained period.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.