



## **JOB DESCRIPTION**

### **Program Manager**

Children's HeartLink is a nonprofit humanitarian organization based in Minneapolis. To save the lives of children with heart disease, we partner with organizations to train medical teams, provide education and transform health care in underserved parts of the world. One in 100 children are born with a heart defect, and 90 percent of these children live where there is inadequate medical care. We currently support partner hospitals and programs in Brazil, China, India, Malaysia, and Vietnam.

Children's HeartLink core values are:

We care about and advocate for children with heart disease, their families, caregivers, and communities.

We are resourceful and creative, continuously learning and improving.

We hold ourselves to the highest standards of quality in our work, and integrity in our actions.

We are One Team. We collaborate and use our combined skills and strengths to share ideas and solve problems

#### **I. Objectives:**

The Program Manager will work closely with the Vice President of Programs and Evaluation and the Country Directors to manage program implementation processes and support functions. The Program Manager supports Children's HeartLink's Strategic Plan by streamlining program process, supporting high quality program implementation, and medical volunteer engagement. The position holder will establish effective working relationships with a variety of CHL staff, partners, volunteers and vendors to support program delivery.

#### **II. Supervision:**

The Program Manager reports to the Vice President of Program and Evaluation. The Program Manager provides daily work direction and support to the Programs Assistant.

#### **III. Responsibilities:**

##### **A. Program Quality and Effectiveness**

- a. Manage programmatic database development, testing, refinement and implementation. Lead ongoing training related to the database.
- b. Monitor partner progress in programmatic database.
- c. Manage database data quality and reporting.
- d. Manage program and process improvement projects.
- e. Support Country Directors to implement CHL process as specified in the programmatic database. through close communication and assistance.

##### **B. Program Administration**

- a. Provide work direction to the Programs Assistant.
- b. Ensure quality of financial tracking, coordinating and delegating to the Programs Assistant as needed.
- c. Assist program staff in cost management, budget planning and development, and budget reconciliation.
- d. Support Operations in establishing in-country registration as needed.
- e. Assist with grant proposal writing as directed.

- f. Assist with special projects as needed.
- g. Participate in general office responsibilities (see below).

C. Volunteer Recognition

- a. Develop and implement strategy for volunteer recognition.
- b. Pilot volunteer recognition activities and refine activities accordingly.
- c. Support volunteer institution-level strategies as needed.

**IV. General Office Responsibilities**

- A. Attend and participate in staff meetings, retreats and special sessions.
- B. Attend Children's HeartLink events.
- C. Participate in yearly performance appraisals.

**V. Required Experience and Skills:**

- A. Bachelor's degree required.
- B. A minimum of 4 years' work experience in international development or healthcare, including experience in project management.
- C. Systematic and analytically-oriented work style with a strong attention to detail.
- D. A proactive problem solver with the ability to anticipate and address risks with rigor and effective methods.
- E. Excellent written and verbal communication skills.
- F. Demonstrated business relationship-building skills.
- G. Ability to communicate effectively across cultures and work styles.
- H. Ability to work with others as a team and in support of a positive work culture.
- I. Ability to deal with ambiguities and changing priorities.
- J. Ability to travel within U.S. and internationally.

**VI. Additional Information:**

- A. Salary is competitive, and negotiable based upon qualifications and experience. This position offers a competitive benefits package including health, dental, disability, and 403(b) with match.
- B. Relocation is limited but negotiable.
- C. Physical demands are the ability to sit for extended periods of time with use of computer, keyboard, and mouse. Job may include ability to lift, move, or retrieve objects up to 30 pounds and bend, stoop, crouch, and reach to perform work functions.

**VII. How to apply:**

Qualified candidates should submit their cover letter indicating salary requirements, resume, and contact information for three references to: [kate@childrensheartlink.org](mailto:kate@childrensheartlink.org)