Asset Building Program Manager

Summary:

Chhaya CDC seeks a dynamic, experienced, and driven Program Manager to join its highly energetic management team. The program manager will lead its rapidly growing Asset Building program that includes financial coaching, entrepreneurship and workforce development, and ESOL services. The goal of the program is to grow and protect the income and assets of Chhaya’s target population through entrepreneurship, building financial capability and workforce development strategies. This is a very exciting and rewarding opportunity for a dynamic team leader looking to innovate a unique model, which combines both traditional and alternative economic development strategies.

Chhaya partners with various local and national coalitions in order to achieve its goals— for example leading a formalized peer lending circle program, first of its kind in New York in order to build credit, savings and guide safe financial practices. In addition, a women-focused peer group builds financial, leadership and self-enrichment skills.

The manager will work with program staff to implement and grow a robust integrated service delivery program that includes a combination of support group cohorts, educational workshops and one on one coaching. The Manager will also work closely with the senior leadership and organizing team to implement direct services and advocacy priorities. In addition, the Manager will represent the organization in key coalitions focused on policy initiatives critical to Chhaya’s mission.

Essential Duties and Responsibilities:

- Lead and manage all aspect of Asset Building program; including supervision, support and training to direct reports
- Ensure a streamlined process for service delivery and quality control for individual assistance and educational services; meet internal as well as funder driven outcomes;
- Design and update training materials, develop targeted curriculum, integrate models as appropriate to the success of direct reports and program participants;
- Oversee progress and monitoring of activities as per annual and strategic work plan;
- Create and implement a marketing plan to deepen, as well as expand program;
- Maintain and build close, productive working relationship with all citywide partners, for participant recruitment, educational delivery and advocacy efforts;
- Develop reports on programmatic outcomes and activities and work with development team on other reports for funders, partners and promotion of the organization;
- Conduct regular program evaluation to document impact;
Work with Chhaya’s development staff to maintain, build and identify relationships with current and prospective funders;
Identify resources and services through public and private agencies for Chhaya’s participants to reach stable financial livelihood

**Key Competencies:**

- Dedicated to holistic economic empowerment of marginalized communities; sense of urgency and a commitment to economic, racial and, gender equity;
- Highly motivated, creative, and commitment to both qualitative and quantitative outcomes;
- Highly detailed-oriented and organized approach to work;
- Excellent customer service and dedication to ensure top-notch service delivery;
- Demonstrated energy, initiative, and forward thinking approach to produce high-impact results;
- Good judgment, strong ethical values; reliable and trustworthy;
- Ability to multi-task in a fast-paced work environment;
- Excellent interpersonal skills, with genuine desire to serve lower-income people of diverse backgrounds;
- Ability to take risks, innovate and improve.

**Qualifications and Educational Requirements:**

- At least 3-4 years of relevant experience delivering services in the field of adult literacy, financial coaching, small business and/or workforce development;
- Relevant knowledge of adult financial literacy, workforce development; small business or cooperative development; community economic development ecosystem;
- Experience or commitment to working with low-income immigrant communities preferred;
- Experience with public policy campaigns and coalition management, including projects related to equitable economic development strategies;
- A holistic understanding of issues facing immigrant communities and low-and moderate-income families;
- Ability to facilitate workshops and peer support group; comfort with public speaking;
- Dedication and ability to work flexible hours;
- Multilingual capacity in Bangla, Nepali, Hindi/Urdu, Tibetan, other South Asian or other relevant language strongly preferred but not required;
- Respectful and supportive of multi-ethnic, multi-faith, and multilingual work environment;
- Belief in supporting the growth of peers and collaborative learning.

Note: Weekend and evening hours required.

**Reports to:** Program Director

**Salary:** $45,000- $55,000, commensurate with experience. Excellent benefits including, employer paid medical, dental and vision benefits, 403b option with a company match, TransitChek and generous vacation and holidays as well as professional development opportunities.

**To apply:** Send a resume, a thoughtful cover letter explaining your interests, and references to careers@chhayacdc.org with Asset Building Program Manager in the subject line. Priority will be given to the applications that are received by October 9th, 2015. For more information on Chhaya, please visit our website: www.chhayacdc.org. No phone calls please.
Chhaya CDC is an equal opportunity employer.

**About Chhaya:**
Chhaya Community Development Corporation (Chhaya) - meaning "shelter or shade" is a community development non-profit organization dedicated to working with New Yorkers of South Asian origin to advocate for and build economically stable, sustainable, and thriving communities. Based in Jackson Heights, Queens, Chhaya works in the areas of housing preservation, asset building, community organizing and advocacy.

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