

Program Manager

The Program Manager provides leadership and oversight for Forge Evolution's programs, ensuring high-quality service delivery and positive outcomes for youth and families. This role supervises program staff, oversees day-to-day program operations, and ensures that programs are implemented in alignment with the organization's mission, policies, and strategic direction.

The Program Manager works closely with the Executive Director (ED) and serves as part of the organization's leadership team, contributing to program strategy, evaluation, and long-term sustainability. This position is responsible for ensuring clear communication within the program team and maintaining appropriate organizational communication channels. The Program Manager reports to the Executive Director.

Leadership & Supervision

- Supervise and support the Program Coordinator and Criminal Justice Intern, fostering a collaborative, accountable, positive and mission-driven team culture.
- Provide clear expectations, guidance, and performance feedback to program staff.
- Ensure program staff understand organizational policies, communication expectations, and reporting procedures.
- Address operational issues, staff concerns, and program challenges within the program team and escalate to the Executive Director when appropriate.

Program Oversight & Operations

- Oversee day-to-day operations of Teen Court and related Forge Evolution programs to ensure efficiency, consistency, and quality.
- Develop and manage the annual program schedule, including court sessions, Peer Panels, classes, mediations, and school/community initiatives.
- Supervise court hearings, trials, and designated court sessions.
- Coordinate post-sentencing explanations (out-processing), including expungement information.
- Ensure all program forms, materials, and documentation are accurate, current, and streamlined.
- Ensure courthouse and program spaces are prepared and restored after each session.
- Provide operational support or program facilitation as needed to ensure program continuity.

School & Community Initiatives

- Work closely with Executive Director to build and maintain relationships with schools, referral agencies, and community partners.
- Oversee the planning and implementation of school-based and community-based programming.
- Ensure programs are responsive to community needs and aligned with Forge Evolution's mission and capacity.

Program Evaluation, Strategy & Sustainability

- Work closely with the Executive Director to evaluate program effectiveness and identify opportunities for program improvement, growth, and sustainability.
- Utilize program data and feedback to recommend operational improvements and strengthen program outcomes.
- Participate in leadership discussions related to organizational strategy, program expansion, and community needs.
- Support the development and implementation of strategic initiatives that align with Forge Evolution's mission.

Communication & Organizational Alignment

- Maintain clear, consistent communication with the Executive Director regarding program operations, challenges, and opportunities.

- Ensure staff communicate operational issues, organizational matters and updates through appropriate internal channels.
- Support a culture of professionalism, collaboration, and transparency across the organization.
- Coordinate with other staff members to ensure alignment between programs, community engagement, and development activities.

Program Analysis, Reporting & Systems

- Oversee program data collection, documentation, and reporting processes.
- Ensure accurate maintenance of program databases, files, and statistical records.
- Review program metrics on youth demographics, program participation, sentencing completion, and outcome measures.
- Prepare reports and program updates for the Executive Director as needed.

Community Partnerships & Outreach

- Maintain positive working relationships with referral agencies, schools, and community partners.
- Represent Forge Evolution at community meetings, outreach events, and partner discussions as requested by the Executive Director.
- Support the organization's reputation by maintaining professional and collaborative community relationships.

Organizational Support

- Assist with volunteer engagement and program integration when appropriate.
- Support cross-department collaboration with community engagement and development staff when needed.
- Complete administrative and operational duties as required to ensure effective program delivery.

Schedule & Work Environment

- Full-time position with varying hours based on program needs.
- Mandatory evening hours are required, including classes, Trials, Peer Panels, and occasional events.
- Local travel to schools, court facilities, and community meetings may be required.

Compensation & Benefits

- Salary range: \$60,000 – \$70,000 annually, based on experience
- Benefits package
- Paid vacation time
- Paid federal holidays plus extended Christmas holiday
- Professional and supportive nonprofit team environment
- Opportunities for professional growth and community impact

Preferred Qualifications

- Bachelor's degree required in social work, counseling, behavioral health, criminal justice, education or related field. Equivalent experience may be considered.
- Minimum of two (2) years of experience working with youth and families.
- Experience in education/teaching, restorative justice, juvenile services, nonprofit programs, or community-based youth work preferred.
- Bilingual abilities are a plus.

Knowledge, Skills & Abilities

- Strong trauma-informed and youth-centered approach.
- Excellent communication, relationship-building, and conflict-resolution skills.
- Outstanding organization, follow-through, and time management abilities.

- Ability to manage multiple priorities in a nonprofit environment.
- Strong documentation and case management skills.
- Ability to work independently while collaborating effectively within a team environment.
- Respect for diverse backgrounds, cultures, and lived experiences.
- Ability to maintain confidentiality and professional boundaries.
- Proficiency in Microsoft Office and electronic record systems.

Physical & Logistical Requirements

- Ability to sit, stand, walk, and move throughout program and community settings.
- Ability to occasionally lift up to 25 pounds.
- Must successfully pass a criminal background check and pre-employment drug screening.
- Valid driver's license and reliable transportation.

About Forge Evolution

Forge Evolution is a nonprofit organization dedicated to empowering youth and families through restorative justice, behavioral health support, prevention programming, and community-based intervention services. Our mission-driven team works collaboratively to create opportunities for healing, accountability, growth, and long-term success for the youth we serve.