



MICHIGAN COMMUNITY RESOURCES

PROGRAM MANAGER - RESOURCE NAVIGATION

Job Title: Program Manager – Resource Navigation

Classification: Full Time Exempt

Location: Detroit, MI

Reports to: Director of Resource Navigation

Date: October 4, 2021

The Organization:

Michigan Community Resources (MCR) is a statewide nonprofit organization that seeks to build strong communities through strong organizations, strong leaders, and a strong nonprofit network. Since 1998, we have equipped nonprofit organizations serving low-income communities with the tools, resources, training, and consulting they need to do their best work.

The Role:

A successful Program Manager – Resource Navigation possesses excellent project management skills and excels at relationship building with a wide range of stakeholders. They are passionate about the importance and impact of the nonprofit sector in Michigan and seeks to build strong communities through supporting the development of strong organizations, strong leaders, and a strong nonprofit network. The Program Manager thrives in a collaborative environment working on multiple projects and prefers to work as part of a team. Additionally, the Program Manager is comfortable leading collaborative projects with several external partners to guide the collective to a successful implementation of a shared vision. They enjoy facilitating conversations and meetings of all sizes, from one-on-one to large groups. The Program Manager will report to the Director of Resource Navigation.

Resource Navigation:

In 2020, MCR joined with nonprofit partner Co.act Detroit to launch the Activate Fund, an investment to provide technical assistance funds for nonprofit organizations to build capacity through a social justice lens, inspired by findings from the [Building a Network: Recommendations for Redefining Capacity Building in Southeast Michigan](#) report. The 2020 partnership included the advent of the Resource Navigator (RN) role, a program manager at MCR to step in and serve as a support for the grantees in their search for contractors and providers for their specific capacity lifting projects. The RN simultaneously functioned as an ambassador between those grantees and Co.act throughout the entire grant cycle, providing support with case-by-case troubleshooting while also quickly identifying broader

communication and clarity needs for the entire cohort of grantees. The value of the role was immediately recognized by all parties, which also piqued the interest of other funding entities to seek similar arrangements from Michigan Community Resources moving forward.

Specific Responsibilities Include:

Nonprofit Resource Navigation & Relationship Building

- Support organizations at the individual level as they seek to build capacity through professional service providers specializing in areas including, but not limited to, talent, operations, funding and resources, organizational culture, strategy and planning, program development, management and evaluation, and leadership and governance.
- Provide strategic and trusted thought partnership to organizations as they manage grant objectives and timelines, consider multiple bids, scopes and deliverables, and request any adjustments and modifications that may arise over the grant cycle.
- Develop and maintain strong relationships with associated foundation and funding partners by communicating successes, pain points, and any suggested system-wide adjustments throughout the grant cycle to improve the experience for all.
- Develop relationships with a wide variety of local and national service providers, ever working to suggest and support the best possible matches for organizations while also keeping a mindset of increasing equity in the opportunity pool for a diverse range of professionals who support nonprofit work.
- Work closely with MCR colleagues and our partners at Co.act Detroit and Michigan Nonprofit Association to develop and hone an online resource navigation tool embraced and used by nonprofits, for-profit and pro bono service providers, funders, and other related stakeholders.
- Design and facilitate one-on-one, small group, and large group training and networking opportunities.
- Organize—either directly or in a supportive way—the logistics, execution, and evaluation of cohort events.
- Cultivate strong relationships and a culture of cross-organization learning between nonprofit organizations participating in various collaborative projects managed by MCR.

Program Management - General

- Provide professional services that promote MCR's mission, vision, and values to nonprofit clients.
- Lead program implementation, vision setting, goal creation and attainment, problem solving, and evaluation for their assigned projects with support from the Director of Resource Navigation and other programmatic staff.
- Supervise and evaluate the performance of associate level program staff and interns on project-specific initiatives as directed by the Director of Resource Navigation and Chief Program Officer.

- Support fund development, grants management, communications, and organization-wide planning.
- Provide assistance and capacity support across all MCR programs as needed.
- Represent the organization externally at trade associations, meetings, conferences, trainings, speaker panels, and other public forums as approved by the CPO and/or CEO.
- Serve as a co-author on publications geared toward nonprofit organizations, community leaders, policy makers, and more.

Skills Requirements:

- Enthusiasm for MCR's mission to serve nonprofits and low-income communities
- 4+ years of work experience comparable to the job description.
- Exceptional project management skills, evidenced by previous work experience.
- Exceptional small-group and large meeting facilitation skills, evidenced by planning and designing meeting processes.
- Creative problem-solving skills.
- Ability to thrive in a fast-paced, dynamic team environment.
- Exceptional interpersonal and communication skills with diverse populations.
- Strong analytical and problem-solving skills.

Preferred Experience:

- Masters in Social Work, Education, Urban Planning, Business Administration, Public Administration, Business Administration, or related discipline.
- Experience working for a nonprofit organization.
- Ability to work flexible hours, including evenings and/or weekends.

Starting Salary Range: \$45,000 - \$55,000, commensurate with experience

Michigan Community Resources is an equal opportunity employer and offers a full range of benefits. Annual salary is commensurate with experience and credentials. Interested persons should send a cover letter and resume to Alisha Opperman, Michigan Community Resources, 615 Griswold, Suite 805, Detroit MI 48226 or via email to jobs@mi-community.org with "Program Manager – Resource Navigation" in the subject line. Position will remain open until filled.