



Programming Implementation Manager Job Description

Position Type: Part-Time, W-2 Employee

Schedule: 30 hours per week

Salary: \$42,000 annually

Reports To: Executive Director

Supervises: Two Work-Study Program Coordinators

Location: Charlotte, NC; hybrid with regular in-person/community-based program responsibilities

Position Summary

The Park Community Development Corporation seeks an organized, collaborative, and results-oriented Programming Implementation Manager to lead the operational implementation of the organization's community-based programs.

The Program Implementation Manager is responsible for translating approved program strategies and frameworks into organized, measurable, and effectively executed initiatives. The Manager serves as the primary operational owner of programs following their transition from strategy and program development into implementation.

Working closely with the Executive Director and Director of Development, Strategy & Communications, the Program Implementation Manager develops detailed implementation plans, timelines, workflows, program tools and tracking systems; coordinates implementation with community partners; manages program budgets and deliverables; oversees program-specific communications; ensures accurate collection and maintenance of program data; and supervises work-study Program Coordinators responsible for frontline program execution.

The position will support programming within the CDC's Healthy Living and Economic Mobility pillars.

The ideal candidate is a strong project manager who enjoys turning ideas and plans into action, establishing systems, solving implementation challenges, coordinating people and resources, and ensuring commitments become measurable results.

Essential Responsibilities:

Program Implementation & Project Management

- Translate approved program frameworks into detailed implementation plans, work plans, timelines, milestones, assignments and deliverables.
- Manage multiple programs and projects simultaneously across the Healthy Living and Economic Mobility pillars.
- Establish clear implementation schedules and ensure activities remain on track.



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- Maintain project-management systems and tools that provide leadership with visibility into program progress.
- Identify implementation barriers, dependencies and risks early and develop appropriate solutions.
- Escalate significant programmatic, financial, partnership or operational concerns to the Executive Director in a timely manner.
- Coordinate program logistics, schedules, facilities, materials, vendors and other resources necessary for successful implementation.
- Ensure programs are implementation-ready before launch rather than developing systems after activities have begun.

Program Systems, Processes & Documentation

- Develop and maintain the operational systems and tools necessary for consistent program delivery.
- Establish processes for participant registration, attendance, activity tracking, partner deliverables, program calendars, implementation checklists, surveys and other required documentation.
- Maintain organized and accessible program records.
- Ensure program documentation satisfies organizational, grant, funder and partner requirements.
- Identify opportunities to streamline processes and improve program efficiency.

Partner Implementation & Coordination

- Serve as the primary day-to-day point of coordination for partners once strategic partnerships and program commitments have been established.
- Translate partner commitments into specific implementation activities, timelines and deliverables.
- Coordinate schedules and responsibilities among program partners, facilitators, vendors and other stakeholders.
- Monitor partner deliverables and follow through on outstanding commitments.
- Identify partnership implementation issues and work collaboratively to resolve them.

The Program Implementation Manager is primarily responsible for operationalizing established partnerships. Strategic partnership development, new partner cultivation, fundraising and funder



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stewardship are led by the Executive Director and Director of Development, Strategy & Communications.

Program Budget Management

- Manage program implementation within approved budgets.
- Track expenditures, commitments and remaining program resources against established budgets.
- Maintain appropriate supporting documentation for program expenses.
- Coordinate with the CDC's finance and administrative function regarding program expenditures and financial documentation.
- Identify anticipated budget variances before they become significant and communicate them promptly to leadership.
- Provide program financial information necessary for grant management and reporting.

Program Data, Outcomes & Reporting

- Ensure participant, activity, output and other required program data are collected accurately and consistently.
- Maintain and oversee timely entry of program data into established tracking systems.
- Work collaboratively with the Data/Impact Analyst contractor to implement appropriate measurement processes and monitor established outcomes and performance indicators.
- Monitor data quality and completeness and correct gaps in program documentation.
- Compile implementation information needed for grant reports, Board reporting, organizational evaluation and continuous program improvement.
- Provide timely program updates to the Executive Director and other appropriate organizational leadership.

Supervision of Program Coordinators

The Programming Implementation Manager will supervise two work-study Program Coordinators, with each Coordinator principally assigned to one of the CDC's programmatic pillars – Healthy Living or Economic Mobility.

Responsibilities include:

- Establish weekly priorities, assignments, deliverables and deadlines.
- Provide clear instructions and appropriate context for assigned work.



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- Conduct regular check-ins and monitor progress.
- Review work products for accuracy, quality and completeness.
- Coach and develop work-study students as emerging nonprofit professionals.
- Ensure Coordinators understand program objectives, participant needs, partner responsibilities and data-collection expectations.
- Coordinate Program Coordinator schedules with program and community needs.
- Address performance or accountability concerns promptly and elevate significant issues when appropriate.
- Serve as a backup for on-site program execution in a coordinators absence.

Community-Based Program Delivery

- Maintain an active presence at program sites when appropriate to ensure effective implementation.
- Ensure Program Coordinators, facilitators and partners have the information and resources necessary for successful program activities.
- Troubleshoot implementation issues as they arise.
- Build professional and respectful relationships with program participants, residents and community stakeholders.
- Ensure the participant experience reflects The Park CDC's standards and organizational values.

Program Communications

- Coordinate program-specific operational communications, including schedules, implementation updates, partner instructions and participant-facing program information.
- Ensure Program Coordinators execute timely participant reminders, instructions and follow-up.
- Coordinate with the Director of Development, Strategy & Communications to ensure program materials and messaging are consistent with organizational brand and communications standards.
- Provide program accomplishments, data, participant stories and other information necessary to support organizational communications, fundraising and impact storytelling.

Program Development and Implementation Workflow



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The Program Implementation Manager works within a defined organizational lifecycle designed to establish clear accountability between strategy and execution.

Strategy & Program Development

The Executive Director and Director of Development, Strategy & Communications collaboratively establish program rationale, strategic alignment, target populations, program frameworks, preliminary budgets, potential resources and partnerships, intended outcomes and organizational priorities.

Program Authorization & Handoff

Once a program framework is sufficiently developed and authorized by the Executive Director, it transitions to the Program Implementation Manager with defined objectives, intended outcomes, budget parameters, partner commitments, reporting requirements and key milestones.

Implementation

The Program Implementation Manager develops the detailed implementation plan, systems, tools, schedules, assignments and partner coordination necessary to execute the approved framework.

Frontline Execution

Program Coordinators support participant communications, logistics, attendance, documentation, data collection and on-site activities under the direction of the Program Implementation Manager.

Measurement & Continuous Improvement

The Program Implementation Manager works with the Data/Impact Analyst (contractor) and organizational leadership to monitor implementation, outcomes and lessons learned and recommend operational improvements.

Minimum Qualifications

- Bachelor's degree in nonprofit management, public administration, human services, community development, business administration, project management or a related discipline preferred. An equivalent combination of education and relevant professional experience will be considered.
- Minimum of approximately 3–5 years of relevant experience in program implementation, project management, nonprofit programming, community development or a related field.
- Demonstrated experience managing multiple projects, deadlines and stakeholders simultaneously.
- Experience creating and managing project plans, timelines, workflows and tracking systems.

- Experience coordinating external partners, community stakeholders, vendors and/or facilitators.
- Experience supervising or providing meaningful direction to employees, interns, work-study students or volunteers.
- Experience collecting, maintaining and using program data.
- Experience monitoring program or project budgets.
- Strong written, verbal and interpersonal communication skills.
- Strong organizational skills and demonstrated attention to detail.
- Ability to work independently while communicating effectively with organizational leadership.
- Proficiency with common productivity and project-management technologies; experience with Asana or comparable project-management platforms preferred.
- Experience working in a nonprofit, community-development or community-based organization strongly preferred.

Core Competencies:

The successful candidate will demonstrate:

Implementation Discipline: Ability to convert an approved concept into an actionable plan and consistently drive it toward completion.

Project Ownership: Takes responsibility for timelines, deliverables and results rather than waiting for repeated direction.

Systems Thinking: Recognizes when processes, tools and documentation are needed and establishes them before problems develop.

Follow-Through: Tracks commitments and ensures tasks are completed.

Collaborative Leadership: Works effectively with colleagues who have different areas of expertise and responsibility.

Communication: Communicates expectations, concerns, progress and barriers clearly and professionally.

Judgment: Understands what can be resolved independently and what requires leadership involvement.

Adaptability: Functions effectively within a small and evolving nonprofit organization where priorities may shift.



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Accountability: Accepts responsibility for assigned work and provides the same expectation and support to those supervised.

Role Clarity: Respects organizational decision-making, reporting relationships and the distinction between strategy development and implementation responsibility.

Community Orientation: Approaches residents, participants and community partners with professionalism, respect and responsiveness.

Measures of Success:

Successful performance will be demonstrated through:

- Programs launching according to approved timelines and implementation plans.
- Program systems, tools and tracking mechanisms being established before implementation.
- Program budgets being monitored and material variances identified early.
- Partner commitments and deliverables being consistently tracked.
- Program Coordinators receiving clear assignments, supervision and professional development.
- Participant and program data being accurate, timely and complete.
- Program leadership receiving reliable status information without having to repeatedly seek updates.
- Implementation barriers being identified and addressed proactively.
- Grant and partner deliverables being completed within required timelines.
- Program partners experiencing organized and responsive coordination.
- Programs generating sufficient documentation and data to demonstrate outcomes and organizational impact.

Compensation:

Annual Salary: \$42,000

Schedule: 30 hours per week

Generous PTO; health benefits eligible; and other benefits provided in accordance with The Park CDC's policies applicable to part-time employees.