

[bastion]

community of resilience

Title:	Program Manager, Intentional Community Program
Salary:	Commensurate with experience
Status:	Full-time/Some nights and weekends/flexible hours
Anticipated Start:	May 2021

About Bastion

Bastion, a 501(c)(3) nonprofit organization, is restoring the role of community in the health and healing of warriors and families. We support warriors and families through their transition from military service and beyond by providing a healing environment within an intentionally designed neighborhood. Our approach to integrate neighbors into the care team for warriors who need instrumental assistance and peer support is shifting the paradigm from professional services back to the community as the first provider of care and support on a daily basis and crucial times.

Summary of Program Manager Responsibilities:

1. *Weave a community of military and civilian households* that is rich in culture, history, and pride to restore hope, purpose, and sense of belonging in individuals for growth.
2. Provide a repertoire of leadership styles for the following:
 - a. Transformative leadership to *build community capacity and group efficacy* with residents through a participatory development process,
 - b. Administrative leadership to *develop and maintain a comprehensive learning system* whereby residents, service members, student interns, staff, and property management achieves operational objectives, and
 - c. Crisis leadership during emergencies to *ensure resident safety and the integrity of the healing environment*.
3. *Bridge the community with a diverse network* of neighborhood associations, third-party providers, nonprofit organizations, academic institutions, and government agencies to fill a gap in the continuum of care for warriors with lifelong rehabilitative needs.
4. Utilize program management skills to *coordinate, manage, and/or supervise a variety of daily activities* in collaboration with other programs sponsored at Bastion.

Weave a community of military and civilian households.

Bastion is a diverse community made-up of military veterans, civilians, families, seniors, and singles striving to live a more intentional community life. Naturally, everyone brings strengths and struggles into this mix. To achieve growth, processes and relationships need to be cultivated to help restore hope, purpose, and a sense of belonging. This will include:

- Building and maintaining trusting and caring relationships with Bastion residents.
- Bringing diverse people together to solve problems.
- Facilitating the support that empowers Bastion residents to take responsibility for one another and remain engaged in the life of the community.
- Viewing all residents from a positive lens – recognizing that each has needs, but more importantly, that each has assets that can enrich the lives of others and the community as a whole.

Build community capacity and group efficacy.

Excellent leadership skills are needed to build community capacity where neighbors care about each other and work effectively together toward common goals or a shared vision.

- Facilitate communication amongst residents and staff to allow reintegration strategies to develop and adapt as time goes on.
- Guide residents in developing their community leadership.
- Empower residents to take initiative in developing opportunities for fellowship and service within the community.
- Facilitating and supporting the strengthening of community residents with psychosocial/educational activities that include: leadership training, support groups, community meetings, educational workshops and social and wellbeing activities.
- Guide the process of meaningful participation where all parties are involved in defining, planning and the integration of professional services with the organizational capacity of Bastion residents, including working with established relationships and seeking out new partners for collaboration.
- Implement the Bastion program evaluation strategy and ensure outcomes.

Develop and maintain a comprehensive learning system.

- Implement a comprehensive learning system to orient, educate, and train residents in intentional living.
- Assist in the development of maintenance of an electronic learning management system to support a culture of learning at Bastion.
- Manage a database of resident information including demographics, insurance, referral sources, presenting needs, relevant evaluation data, involvement in community, training, education, etc.

Ensure resident safety and the integrity of the healing environment.

- Define emerging needs, identify risk and protective factors, and develop strategies to prevent emergencies.
- Calmly intervene during tense moments or crisis situations to de-escalate, transform conflict, restore relationships, and connect individuals with support.

Bridge the community with a diverse network of partners.

- Establish positive relationships and partnerships with neighborhood associations, third-party providers, nonprofit organizations, academic institutions, and government agencies.
- Maintain a robust referral network for housing, benefits, and professional services.
- Represent the community at local, state, and national levels.

Coordinate, manage, and/or supervise a variety of daily activities.

This position requires strong and effective management skills to establish work priorities and tasks, motivate and supervise personnel, achieve objectives within a budget and deadlines, share information across the organization, and measure program goals.

- Manage a team that consists of a social worker, student intern, service members, and volunteers.
- Co-develop strategies and policies for achieving program goals.
- Collaborate with the residents and relevant personnel to assist in developing and implement community policies and guidelines.
- Support resource development within and outside of Bastion to ensure community sustainability, including program reporting.

- Coordinate with the property manager as needed to resolve any resident-related issues or concerns.
- Work effectively with a Bastion staff, the board of directors, interns, service members and volunteers.
- Effectively juggle multiple projects/issues/situations while remaining calm and level-headed and seeking out appropriate resources and assistance.
- Availability to attend evening and weekend meetings and events on a regular basis and promptly reachable via email and phone as needed to respond to urgent matters.

Qualifications

The Program Manager should have at least five years of program management in an area of veteran non-profit management, human development, social services, community organizing, healthcare or a related field. The ideal candidate will have most, if not all, of the following characteristics:

- **Master's degree in the field of business management, education, public health, social work, or healthcare and a minimum of five years in a management role.** Bachelor's degree in a related field with more than six years of experience in management may be considered.
- **Knowledge and experience working with a diverse, multicultural team as well as veterans, wounded warriors, caregivers, and military families:** The candidate should have demonstrated knowledge about the challenges facing this community. The ideal candidate would preferably be a veteran themselves and representative of multicultural make-up of the Bastion community, or at minimum, the candidate should possess several years of direct experience working with the veteran population.
- **Skills in team and community building:** The candidate should have the skills, ideally gained through both professional and personal endeavors, needed to empower Bastion residents to build a strong and vibrant community with the capacity to meet ever-evolving needs.
- **Experience orienting, educating, and training adults (or children):** The candidate should have refined experience training/educating others using different learning techniques and strategies that can help create training experiences that will enhance the learning of participants.
- **Excellent communicator:** The candidate should have strong verbal communications skills, including presentation skills, excellent writing skills, and the “presence” of mind to communicate clearly and calmly and to effectively resolve conflict.
- **Passion for the mission of Bastion:** The Program Manager position is not a typical 9-to-5 job. You must have the passion for the core philosophy upon which Bastion is based and the willingness to implement the operating principles of this philosophy on a daily basis. You must model this philosophy and the principles in your everyday interactions with both the community residents and the public.

The Program Manager will report to the Executive Director. This position has a moderate to high level of responsibility and the work will have direct high-level effects on the overall functioning of the community. Bastion Community of Resilience is small, innovative and agile, therefore, the candidate must be flexible and willing to work in a team-oriented environment, with hired, intern and volunteer staff.

Compensation/Benefits Package

Competitive salary, commensurate with experience

Health, Dental, and Vision Insurance package

Paid Vacation, annually 4 weeks

Paid Holidays

Maternity/Paternity leave

Self-Care/Wellness opportunities

Professional Development opportunities

To Apply

Email detailed cover letter, 3 references, and resume/CV to apply@joinbastion.org.