



# PROGRAM MANAGER

## Observation

Program Managers spend a significant amount of time gathering information through observation. This includes reviewing files and reports in NAZ Connect as well as in-person observations. Observation is data-collection, which Program Managers use to inform the rest of their work in line with the Goals to Action framework.

## Coaching

Program Managers provide support and oversight to Family Achievement Coaches. This occurs formally in supervision meetings and team meetings, as well as informally whenever an opportunity presents itself. Role-play is a critical skill-building tool as Program Managers develop and support excellent Coaches through targeted instruction.

## Cultivation

In order to provide Coaches with a strong foundation of support, Program Managers must pursue program expertise. This includes mastering the coach and supervisor roles, knowing Family Achievement program infrastructure inside and out, and being able to articulate how programs fit into collective impact.

## Collaboration

Program Managers maintain a strong presence at sites to support aligned engagement and collaboration. Program Managers know site staff and develop positive working relationships to support these organizational partnerships. Program Managers also often attend site meetings, alongside the Family Achievement Program Director.

## Development & Self-Care

In order to support their teams, managers must first be well themselves. Compassion fatigue is real, and NAZ is committed to protecting staff time for wellness activities. In addition, the program director supports each manager to develop their own professional goals because NAZ is invested in ensuring our staff achieve their highest potential.

