



PROGRAM MANAGER

Location: Sites throughout the San Francisco Bay Area
This is a remote position

Reports to: Executive Director

Employment Status: Full time, Exempt

ABOUT CARB DM

Carb DM is a mission driven non-profit organization committed to building a supportive community that improves the quality of life and health of all those affected by type 1 diabetes (T1D). Founded in 2011 by a T1D mom who did not know where to turn for advice and support after her daughter was diagnosed. Today we are a growing non-profit organization dedicated to ensuring that no one affected by T1D feels isolated or alone.

We believe in the power of community and shared experience. Our programs provide education, tips and strategies to help individuals navigate day-to-day life with T1D, and our community events foster connections between people with diabetes, their loved ones, and medical professionals. Together, we help the community to connect, learn and thrive.

Carb DM is looking for an enthusiastic, creative self-starter who is detail-oriented with superior organization skills and ability to thrive in a fast-paced and evolving work environment. The Program Manager will be required to manage multiple projects and responsibilities while paying close attention to deadlines and budgets. It is essential that this person have a can-do attitude, be able to connect with, inspire and motivate, display well balanced judgement, cultural sensitivity and compassion for others. This position has potential for significant growth within the organization.

KEY RESPONSIBILITIES

Program Management

- Directly responsible for the design and implementation of Carb DM programs (content, speakers, attendance, activities, venues, volunteers, registration, outcomes measurement and evaluation).
- Support and oversee a team of 10-12 volunteer program hosts.
- Develop and cultivate effective relationships with the organization's target audiences to understand their needs and interests.
- For annual programs, such as the Bay Area Diabetes Summit and Mother Daughter Weekend, work in close collaboration with the ED and manage all logistical aspects of the program from venue rental to meals to marketing and publicity of day-of-event logistics.
- Develop and grow programs in collaboration with ED based on Carb DM strategic plan.
- In partnership with ED, strategize and ensure organization's program sustainability and ability to be replicated in new markets.
- Work for continuous improvement in organization systems, processes and procedures.

Relationship Management

- Foster positive working relationships with fellow staff, board members, vendors, community partners, donors, medical providers and greater diabetes community.
- Act as right-hand to ED on fundraising events, including overseeing the logistics and programming for annual Coyote Point 5K Run in January.

Online, Website & E-Newsletter

- Maintain Carb DM's annual program calendar, web calendar and event registration.
- Manage Carb DM's monthly e-newsletter, ensuring that events are promoted and all email communications and online program posts are clear and on brand.
- Work together with Social Media Manager on blog, Facebook and Instagram posts to tell the organization's story and to promote programs, events and local partner events as appropriate.

Outreach to the Medical Community

- Cultivate relationships with existing medical providers (including school nurses); identify new opportunities for partnership.
- Provide medical providers with accurate, timely information and materials about Carb DM and upcoming Carb DM programs.

Other

- Assist with other duties as assigned.

ESSENTIAL QUALIFICATIONS

- 3+ years of program or community management experience.
- Passionate about supporting the Type 1 Diabetes community.
- Flexible, adaptable and a strong team player.
- Strong fluency with Google Drive, Microsoft Office and social media platforms.
- Excellent written communication skills.
- Excellent verbal and public speaking skills.
- Proven strong collaborator and contributor to cross-functional teams.
- Driver's license with clean driving record.
- Ability to work occasional evenings and weekends.
- Access to a home office with conducive working environment and internet access.

PREFERRED QUALIFICATIONS

- 2+ years of leadership and/or supervisory experience.
- Bachelor's degree or higher.
- Experience with Constant Contact, DonorView CRM, WordPress, and graphic-design tools like Canva.

COMPENSATION & BENEFIT INFORMATION

Salary is DOE and ranges from \$48,000 to \$52,000. Carb DM offers full health insurance for full-time employees as well as paid vacation and sick time. Specific working hours are flexible and negotiable with ED.

TO APPLY

Please submit a resume with cover letter to Krystle Samai, Executive Director, krystle@carbDM.org before August 16, 2019. Serious inquiries only. **Applications without a cover letter will not be considered.**