

## Job Description

**Position Title:** Program Manager

**Status:** Full-time with benefits

**Reports to:** Executive Director

**Salary:** Range \$48,000 - \$52,000 DOE

Harmony Hill Retreat Center is a beautiful environment with a meaningful mission. Located in Union, Washington, just an hour outside of Tacoma on Hood Canal, our mission is to transform the lives of those affected by cancer and inspire healthy living for all. We provide holistic retreats for people living with cancer, their families and caregivers, healing retreats for professionals who care for them and wellness programs that benefit all populations. Harmony Hill is a community of learners who evolve, adapt and improve programs and services based on needs and leading edge knowledge. Our approach is a professionally informed, and embodies heart-based practices. In addition, we welcome people to enjoy our stunning space for their weddings, corporate retreats, family reunions, and many other fun events.

**Position Summary:** The Program Manager is responsible for the planning, development, delivery and evaluation of the Cancer, Wellness and Health Professional programs of Harmony Hill. The Program Manager facilitates, connects and collaborates with the contracted Program Faculty. In conjunction with the Executive Director and Faculty Advisory Committee, the Program Manager will oversee compliance of contract requirements by faculty members and to set the schedules for facilitation of all programs. Other duties include serving as a member of the Harmony Hill management team, participating in strategic planning and budgeting, and other special projects as assigned. Staff are expected to act with honesty, integrity and openness in all their dealings. We promote a working environment that values respect, inclusion, nurturance and sustainability. Our core values are based in a commitment to service and the value of community.

### Duties and Responsibilities:

- **Program Services and Administration**
  - Ensure and execute all facets of each program offered, including planning, database management, enrollment, marketing, scheduling, budgeting, implementation, evaluation, and report writing.
  - Maintenance of files and documentation for both program participants, faculty, and hospital contracts in an appropriate and accountable manner.
  - Work with Executive Director to ensure consistency of quality and high standards in all aspects of program delivery.
  - With Executive Director and Faculty, establish processes for continual improvement of program offerings, and meaningful evaluation processes for all programs and services to assess their impact on participants and their overall outcomes.
  - Oversee annual faculty contract renewals and collaborate with Faculty to create necessary updates and changes as needed, as well as compliance by faculty of contract requirements.
  - Maintain and enhance program curriculum and faculty training materials in partnership with Faculty.
- **Specific Retreat Duties (Varies by program)**
  - Manage all incoming program telephone, email, mail and fax inquiries related to each type of retreat, and place participants in appropriate retreats with appropriate faculty
  - Work with participants as required ensuring that any special accommodations needed are met. This includes coordinating room assignments, dietary needs, and other needs as may arise.
  - Manage all data base processes relating to each individual retreat
  - Prepare rosters, room assignments, worksheets, faculty folders and program materials, generate check requests.
  - Provide pre-retreat information to all attending faculty and volunteers.
  - Participate in day-of retreat planning meetings, and debriefs at the close of retreats.
  - Communicate on a regular basis with Executive Director to collaborate on planning and goal setting in relationship to upcoming programs and events, as well as programs in development
  - Attend all faculty meetings pre-retreat; check in cancer retreat participants and orient them to details of retreat
  - Generate pre and post retreat surveys as needed. Provide support to participants as needed.
  - Engage with community organizations to promote partnerships and collaborations.

- Represent Harmony Hill as needed for conferences and support groups.
- Provide statistical information around retreat attendance and outcomes as requested
- Complete post retreat follow-ups with participants, faculty, and maintain records for accreditation purposes.
- Create marketing materials, including flyers, posters, invitations and other supporting materials.
- Ensure the annual distribution of Program Brochures to our brochure distributor list, and as requested.
- **Planning and Systems Management**
  - Work collaboratively with Program Faculty to ensure quality in program delivery.
  - Identifying and recruiting new faculty, with the support of current faculty.
  - Work with Faculty to create systems for managing communication, marketing, application screening, retreat logistics, recording and institutionalizing program material, and debrief process resulting in continuous improvement.
- **Senior Management**
  - Participate in management team meetings, bringing forward issues for discussion and decision.
  - Meet financial objectives by participating in budget preparation and monitoring results to budget monthly, analyzing variances and initiating corrective actions as needed in partnership with Executive Director.
  - Set annual goals and objectives for Program Department by participating in creation of annual Business Plan with Executive Director and management team.
  - Identify needs not being met by current cancer and wellness programs, and make recommendations for new and innovative programs, including potential funding sources.
  - Engage in outreach activities to raise awareness of Harmony Hill programs with potential participants, hospital systems, high-end retirement centers and other appropriate groups or organizations, including making presentations and participating in other forms of public speaking.

**Qualifications - skills, knowledge, education and experience:**

- Minimum three years' experience in program management in a health care or related field.
- Master's degree in health care related field preferred. Bachelor's degree or equivalent professional experience required.
- Excellent verbal and written communication skills, with demonstrated public speaking experience.
- Superior interpersonal skills with clients, staff, peers and management.
- Strong planning, problem-solving, time management and leadership skills.
- Excellent computer skills, including proficiency with databases and Microsoft Office.
- Demonstrated ability to work collaboratively as well as independently.
- Experience with and comfort in dealing with healthcare professionals, including a working knowledge of the basic organizational components of healthcare systems.
- Good accounting knowledge and skills, especially in the areas of budgeting and developing program pricing.
- Ability to work flexible hours when needed for special events or weekend programs.
- Current Washington State Driver's License; reliable transportation and valid insurance coverage
- Must pass criminal background check

**To apply: Send cover letter and resume to [Cheryl@harmonyhill.org](mailto:Cheryl@harmonyhill.org)**

***Harmony Hill Retreat Center is an Equal Opportunity Employer. It is Harmony Hill's policy to actively seek a diverse pool of candidates, from a variety of backgrounds, who are committed to Harmony Hill's mission. We are an equal opportunity employer without respect to race, color, creed, sex, religion, national origin, citizenship, disability, veteran status, sexual orientation or any other bias protected by federal, state or local law.***