



**Job Title:** Ryan White Program Manager

**FLSA:** Exempt

**Full-time:** 40 hours/week

**Salary Range:** \$75,000 – \$80,000

**Supervisor:** Chief Program Officer

**Position Description:**

The ideal candidate will be passionate about the mission of Mama's Kitchen, possess a collaborative spirit, enjoy an open work setting, and incorporate the highest levels of ethics and professionalism.

The Ryan White Program Manager is responsible for the compliant administration, oversight, and continuous improvement of current and proposed Ryan White-funded programs (Emergency Food Assistance, Medically Tailored Groceries, Medical Nutrition Therapy, Medically Tailored Meals) in accordance with HRSA, county, and contractual requirements. This role ensures operational integrity, audit readiness, accurate outcome reporting, and adherence to all applicable regulations while supervising volunteers and managing program logistics to support high-quality service delivery.

**Primary Responsibilities:**

1. Oversee the implementation, development, and ongoing operation of current and proposed Ryan White-funded programs in alignment with approved scopes of work
2. Ensure program activities, services, and expenditures align with contract deliverables and funding requirements. Ensure full compliance and on-track completion of deliverables with Ryan White HIV/AIDS Program (RWHAP) requirements, county contracts, HRSA guidelines, and organizational policies.
3. Manage program logistics, workflows, and operational processes to support efficient and compliant service delivery. Ensure data accuracy, completeness, and consistency across reporting systems and documentation.
4. Oversee the collection, validation, analysis, and timely submission of program data and outcome reports to county and funders.
5. Lead continuous quality improvement (CQI) and process improvement initiatives to strengthen program performance and outcomes.
6. Maintain audit readiness through accurate documentation, standardized procedures, and internal monitoring practices.
7. Serve as the primary point of contact for county audits, site visits, monitoring reviews, and corrective action processes.
8. Develop, implement, and monitor policies and procedures to meet contractual, regulatory, and funding requirements.
9. Identify compliance risks and implement corrective and preventive action plans as needed.
10. Promote a culture of accountability, compliance, and continuous improvement.
11. Serve as a liaison with county representatives, funders, internal departments, and community partners.

12. Prepare and deliver clear, accurate, and timely communications related to program performance, compliance, and audit outcomes.
13. Participate in county meetings, trainings, and required oversight activities.
14. Development and implementation of program evaluation tools.
15. Honor and enforce agency policies and procedures effectively and equitably.
16. All other duties as assigned by the CPO or CEO.

### **Required & Preferred Skills:**

1. Ability to interface diplomatically with a diverse group of staff, volunteers and donors to build commitment and loyalty to the organization.
2. Ability to interface diplomatically with a diverse client base, referral sources and healthcare providers to ensure the highest quality of services from a lens of diversity, inclusion and equity.
3. An undergraduate degree in a related field (public health, social work, nutrition science; master's degree in a related field preferred).
4. Management and supervisory experience with 4 years in a non-profit setting preferred.
5. Ability to speak and write English proficiently. Spanish or other language skills preferred.
6. Regulatory compliance and audit preparedness. Contract and deliverable management.
7. Data integrity and performance monitoring. Policy and procedure development.
8. Detail-oriented with strong documentation practices.
9. Computer and Microsoft Office proficiency (Word, Excel, PowerPoint, Outlook) required. Experience with overseeing CRM databases (e.g. Client Track) and delivery and routing optimization systems (e.g. OnFleet) preferred
10. Excellent organizational and communication skills.
11. Able to work in multi-person and multi-activity office space.
12. Be able to lift 50 pounds.

Background Check: All employees are required to go through a background check.

### **Vision Statement:**

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

### **Mission Statement:**

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

### **Mama's Kitchen Core Values**

**Dignity and Respect:** Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy toward our clients, donors, volunteers, and staff.

**Reliability:** Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

**Integrity:** Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors, and staff. We pride ourselves in doing what we say we are going to do.

**Diversity:** Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

**Team Work:** Mutual effort and unity are the ingredients that allow our mission to succeed.

### **Equal Opportunity**

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

**Submit your application through this link:**

**<https://airtable.com/appgR1ZHnoBsUufhs/shrRO2fonf2M8Olsg>**