



ACLS Leading Edge Fellowship

Position Title:	Program Impact Manager
Organization:	Lenox Hill Neighborhood House
Location:	In person (5 days/week), New York, NY
Stipend:	\$70,000 in the first year, \$72,000 in the second year
Benefits:	Access to employer health insurance, professional development funds, and relocation funds
Start Date:	September 2024

ORGANIZATION DESCRIPTION

[Lenox Hill Neighborhood House](#), widely recognized as one of New York’s premier human services providers, is a 129-year-old settlement house that provides an extensive array of integrated, high-quality, person-centered programs and services that significantly improve the lives of 16,000 people each year, ages 3 to 103, on the East Side of Manhattan. The individuals we serve include older adults, homeless and formerly homeless adults, children and families, recent immigrants, adult learners, and more. Our caring staff of social workers, teachers, mental health professionals, cooks, artists, care managers, and many more support our clients’ independence and well-being to help them thrive in their communities.

Our historic services include diverse Older Adult Services, a nationally recognized Early Childhood Center, Homelessness and Housing programs, farm-to-institution Food Services, The Teaching Kitchen® at Lenox Hill Neighborhood House, Adult Education, Visual and Performing Arts, Fitness and Aquatics, and more. For more information, please visit lenoxhill.org and check us out on [Facebook](#) or [Instagram](#).

POSITION DESCRIPTION

Lenox Hill Neighborhood House is seeking a Program Impact Manager to assess and recommend improvements to our client-facing programs, ensuring continued growth, innovation, and impact in our service to the community. As part of the Program Management team, the Program Impact Manager will work with program leadership, administration, and performance management staff to evaluate the effectiveness of our programs and services, researching and documenting the measurable outcomes of our work in our community and our clients’ lives. They will collaborate internally and externally to analyze and report on the evolving needs of our communities, reaching out directly to clients when appropriate to center their perspectives. We are looking for a key organizational critical thinker, problem-solver, and innovator who can identify improvements for collaborative implementation on macro and micro levels.

The Program Impact Manager must be committed to a range of projects, working across multiple fields of human services and with populations representing the full diversity of New York City. The goal of this position will be to deliver actionable research to inform organizational practice and policy and better position the Neighborhood House to address the needs and interests of our community. The Program Impact Manager will work primarily and initially with three of our core programs: The Teaching Kitchen and Food Services (farm-to-institution food preparation and meal service, nutrition education, and training for other nonprofits); Network Older Adult Center (comprehensive social services, arts and wellness programs, healthy food and community for older New Yorkers); and Early Childhood Center (social, emotional and educational development and integrated services for preschool children and their families). Projects could include assessing the impact of our local food sourcing on food equity and

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sustainability across New York State, identifying measurement indicators of older adult client wellbeing, or tracking student and family progress over the two years students may spend in the ECC.

The Program Impact Manager will report to Rachel Bender, Chief Program Officer, and will work closely with program leaders, our Data, Evaluation and Performance Management team and staff across our integrated settlement house. The successful candidate will possess the interpersonal and organizational skills necessary to work directly with clients and a variety of key stakeholders, ranging from government representatives to nonprofit partners, advocates, and policy experts. The ideal candidate will thrive in an engaged and vibrant community setting and be committed to supporting our mission-driven programs. The fellowship tenure is 24 consecutive months, with an expected time commitment of approximately 37.5 hours per week.

Responsibilities and tasks:

- Design and carry out community needs assessments combining research, surveys, interviews, etc.
- Work with program staff to implement newly created logic models and theories of change, and with the Data, Evaluation and Performance Management team to identify measurement indicators to track program effectiveness and outcomes in our communities.
- Work with senior staff to use our abundant organizational data capabilities for new purposes, interpreting and finding themes and stories within existing data and data sets to further our impact and evidence-based decision making.
- Translate technical data into high-level messages and visualizations for a broad audience.
- Conduct policy research, create internal reports, and build relationships with community partners.
- Identify and work toward program improvements, expansion, and funding opportunities.
- Provide programmatic, operational, and administrative support to programs and departments by collaborating effectively with all Neighborhood House staff.

Qualifications:

- PhD in any field of the humanities or interpretive social sciences. Read more about eligible fields [here](#).
- Interest in human services and commitment to social justice and diversity, equity, and inclusion.
- Excellent oral and written communication and presentation skills and MS Office proficiency.
- Excellent qualitative research proficiency and data evaluation skills, including textual analysis, interviews, and survey responses.
- Project Management skills and ability to work independently or as part of a team.

Preferred:

- Spanish or Chinese fluency, to best communicate directly with our clients.

APPLICATIONS

- Information on the Leading Edge Fellowship Program: <https://www.acls.org/Competitions-and-Deadlines/Leading-Edge-Fellowships>
- All applications must be submitted through the ACLS Online Fellowship Application System (ofa.acls.org).
- Application deadline: 9:00 PM EDT, March 13, 2024.

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