

Job description: digital and operational project manager

We're looking for an experienced project manager to be part of our operations team and to lead digital projects and special initiatives throughout our social services agency.

This is a great opportunity for someone who is take-charge but collaborative, highly communicative, and tech savvy to work with an array of professionals – social workers, storytellers, software engineers – on a variety of interesting projects that are critically important to our work. You would be bringing your toolkit and energy to an employee-supportive nonprofit.

About Northwest Resource Associates

Headquartered in Seattle, Northwest Resource Associates is a social services agency with programmatic expertise in foster care and adoption and with functional expertise in digital communication, training, youth engagement, and technology development. We are 40 years old and have offices and programs in Alaska, Washington, and Oregon. Our work supports children, youth, families, and child welfare professionals in these states and across the country.

Northwest Resource Associates is an equal opportunity employer. We are passionate about inclusive and affirming policy and practice and are recognized by the Human Rights Campaign's *All Children, All Families* program. We welcome and encourage applications from alumni of foster care and qualified individuals of every ability, age, gender identity and expression, national origin, race, religion, sexual orientation, and veteran status.

About the role

The digital and operational project manager is a new position in our agency. They will negotiate and manage our shared software accounts and services, carry out our information security procedures, and lead special projects and initiatives. The position will report to the executive director but will also be accountable to product owners and stakeholders throughout the agency. Responsibilities will include:

Manage digital development projects. Lead the development and design of new digital products (such as websites, databases, and features) using user-centered design and Agile principles and processes. This work may entail pulling together a team of people from within the agency and/or to identify and hire consultants, helping determine and document project requirements, estimating and managing to timelines and budget, serving as scrum master, and liaising with the product owner. (40%)

Help manage our IT roadmap. Manage projects related to the IT roadmap, such as assessing needs and criteria for moving to the cloud, facilitating decision making, developing budgets, and leading change management efforts. (15%)

Help manage the agency's information security system. Help develop and carryout information security procedures, including quarterly audits of user access and risk. (15%)

Manage contracts and services. Assess needs across the organization, negotiate contracts, and serve as the contact for vendors and for services such as phones, videoconference software, and project management and collaboration software. (15%)

Assist with or manage other projects and activities that are essential to our operating, such as the development of proposals for new funding, IT Committee facilitation, strategic planning, and team building. (15%)

Requirements

In addition to strong project management skills, the candidate must be able to demonstrate:

- Experience working on digital communication products or applications that have been evaluated to meet users' needs.
- Knowledge of Agile project management and tools or a willingness to learn.
- Track record of identifying and adopting the right technologies, tools, and practices to get a job done and expertise in word processing, presentation, spreadsheet, and collaboration software.
- Ability to use data for decision-making, evaluating outcomes, or making process improvements.
- Strong facilitation skills, with a commitment to hearing all voices, and the ability to convene others to participate in decision-making
- Strong organization skills and attention to detail.
- Excellent verbal and written communication skills.
- Creative and analytical problem-solving skills.
- High degree of accountability and integrity.

- Commitment to racial equity, inclusion, and ongoing learning in these areas.
- Commitment to continuous learning and improvement.
- Proof of vaccination against COVID-19.

Preferences

Experience in:

- Product management
- Information security
- Information technology projects
- Proposal management
- Online facilitation
- Database management
- The nonprofit sector, child welfare, or social services

In addition, we value connection to or lived experience with child welfare systems.

Location

Puget Sound area preferred. We typically have a hybrid work schedule, splitting our time between the office, which is in downtown Seattle, and home. We are currently working fully remotely. Plans for returning to the office have yet to be determined, but we anticipate asking the digital and operational project manager to work in the office one or two days per week.

Salary and benefits

From \$70,000

We offer flexible work schedules, 3.5 to 6 weeks of paid vacation per year, 15 to 16 paid holidays per year, paid sick leave, a generous family leave policy, a retirement plan, optional 403b plan, medical and dental insurance, life insurance, disability insurance, long-term care insurance, and commuter benefits.

To apply

Send us a cover letter describing why you might be a fit for the position and your resume to apply@nwresource.org. We will accept applications until the position is filled, but we will prioritize applications that come in on or before December 3. After December 3, we will prioritize applications that come in by December 10, December 17, and so on.