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the communities  
they serve.**

*Sharing a mission of change*  
SINCE 1988 CELEBRATING 30 YEARS

**Illinois**

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Suite 2800  
Chicago, IL 60604  
312 629 0060

**Indiana**

The Platform  
202 East Market St.  
Indianapolis, IN 46204  
317 860 6900

**Michigan**

3011 West Grand Blvd.  
Suite 1715  
Detroit, MI 48202  
313 309 7825

**Missouri**

911 Washington Ave.  
Suite 203  
St. Louis, MO 63101  
314 588 8840  
  
3105 Gillham Road  
Kansas City, MO 64109  
816 335 4200

**Ohio**

500 South Front St.  
Suite 125  
Columbus, OH 43215  
614 484 1811

**Wisconsin**

215 North Water St.  
Suite 225  
Milwaukee, WI 53202  
414 563 1100

**IFF**

**Position Description**

<b>Title:</b>	Early Childhood Education (ECE) Services Program Manager
<b>Department:</b>	Vital Services, Social Impact Accelerator
<b>Reports to:</b>	Director of Early Childhood Services
<b>Department Function:</b>	IFF’s Vital Services group identifies and recognizes the root cause of problems, leading with facilities and finance, to influence processes, policies and decisions to create access to resources and data-driven solutions, which are vital components of strong and equitable communities such as schools, early childhood services, housing and facilities. The Vital Services team is part of IFF’s Social Impact Accelerator (SIA) Group which is a cross-cutting team that sits at the nexus of nonprofits, communities, and IFF talent, and expertise. The SIA Group provides thought leadership and expertise to drive corporate strategy across markets and Core Business Solutions, leads IFF’s work in comprehensive place-based solutions and special initiatives, evaluates IFF’s work for nonprofits and communities, and implements internal IFF initiatives. The Group includes Research and Evaluation, Talent Management, Development, and Vital Services.

**The Organization**

IFF improves the world by strengthening nonprofits and the communities they serve. As a mission-driven lender, real estate consultant, and developer, IFF helps communities thrive by creating opportunities for low-income communities and



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persons with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, housing developers, and grocery stores.

IFF is the largest nonprofit CDFI in the Midwest and one of only a few nationally to earn the Aerie AAA+1 rating. Since 1988, we have made over \$506 million in loans, leveraged \$1.6 billion in community investments, and grown our total managed assets to \$308 million.

Staff contributes its extensive business experience with an unrivaled connection to the mission of IFF and the nonprofit clients it serves. IFF is looking for candidates with a commitment to the work it does and can demonstrate innovation, detail-orientation, diligence, efficiency, enthusiasm, flexibility, organization, thoughtfulness, and sense of humor.

#### **Basic Job Function**

The Early Childhood Education (ECE) Services Program Manager is an integral part of the Vital Services and Social Impact Accelerator team. This position is designed to provide leadership, management and coordination of IFF's ECE Program Associates and ECE initiatives and support building internal expertise and external visibility for IFF in the ECE sector.

The ECE Services Program Manager should have a good understanding of all aspects of high quality ECE programs including Head Start, Pre-K programs, and subsidized child care programs. The ECE Services Manager supports the development and maintenance of IFF's relationships with local and regional ECE constituents and maintains visibility, high level of customer service and relationships to promote IFF.

The ECE Services Program Manager is responsible for the direct oversight of IFF's ECE Program Associates and supporting the Director of Early Childhood Services in coordinating and implementing ongoing and new, investments from philanthropy to support ECE systems.

The position will be housed in IFF's Detroit office. It is expected that there will be some travel between IFF's Chicago and Detroit offices and, in future years, to IFF's other regional offices.



### **Duties and Responsibilities:**

1. Oversees day-to-day operations of ECE Project Associates:
  - a. Ensures work products meet standards for quality and, if needed, works with individual staff to improve.
  - b. Acts as a general resource for answering questions, troubleshooting and solving problems when they arise, and providing guidance and training to staff.
  - a. Develops and improves systems and procedures for project tracking, including assigning new projects based on current and projected workload and tracking budget and schedule of open grants, projects, or contracts.
  - b. Develops and improves systems, procedures, resources, and trainings for project management within Vital Services and trains other staff in these systems and procedures.
  - c. Trains new staff and, in conjunction with the Director of Early Childhood Services, and recruits new team members.
  - d. Develops internal departmental trainings and resources. Provides forum for sharing of best practices, case studies, and project challenges.
2. Actively supports the Director of Early Childhood Services and Resource Development with new grant requests, program related investments (PRI), and the creation and implementation of programmatic responses. Coordinates with President, Social Impact Accelerator, Finance, Research and Evaluation, and Communications as necessary to support this effort.
3. Works collaboratively with Resource Development to manage active grant portfolio for ECE Services. Supports preparation of funding reports, ensures grants and all grant activities are documented through grant life cycle. Proactively tracks and documents grant activities, stories, learning in partnership with department staff to demonstrate progress on grant



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deliverables. Coordinates with Director of Early Childhood Services, President, Social Impact Accelerator, Communications, Research and Evaluation, Capital Solutions, and RES in support of successful and high impact outcomes.

Collaborates with Communications staff to develop material for external purposes (stories and reports) about borrowers, clients, grantees, and program achievements, including impact and outcomes.

4. Works with the ECE Associates and the Eastern Region and Social Impact Accelerator Administrative Assistants to maintain accurate client, grantee, stakeholder, vendor, and funder records in IFF's CRM system (CASPER). Runs funder and impact reports.
5. Performs other duties as assigned.

**Performance Measures:**

1. Successful completion of projects according to goals set forth for each project, the project budget and schedule, and the department's policies and procedures. Completed projects meet quality standards.
2. High level of client satisfaction with respect to services provided and reports produced.
3. Leads staff for maximum productivity and impact.
4. Creates an environment where staff members are motivated and enthusiastic about performance of their work.
5. Continually seeks efficiency and other improvements in all operations.
6. Supports business development efforts to ensure ECE programmatic growth.
7. Internal and external meetings are facilitated in an organized way and are meaningful to the participants. Materials are prepared and circulated in advance. Outcomes of these meetings are documented and receive follow through.



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8. Written and oral presentations are clear, well organized, comprehensive and persuasive. Appropriate supporting material and visual aids are well utilized and enhance the presentation.
9. Cultivates a culture of openness in information sharing. Encourages open communication, cooperation, and the sharing of knowledge.
10. Models personal accountability that promotes ownership and engagement.
11. Builds and maintains effective working relationships with colleagues, peers and team members measured by high satisfaction on IFF team evaluation and client surveys.
12. Values and supports differences in others, contributing to an inclusive work environment. Demonstrates the ability and willingness to communicate effectively with people of diverse backgrounds and experiences to create a collaborative, collegial, and caring community.

**Position Qualifications:**

Education: Bachelor's Degree or equivalent combination of education and/or experience required. Master's degree in Public Policy, Education Administration, Planning, Human Services or other related field is preferred

Previous Experience: Minimum of five years of ECE or related experience, preferably with nonprofit corporations, ECE providers, stakeholders, policy, advocacy, and program development, implementation, reporting, management experience. Experience evaluating or working with ECE operations, programs, or systems. Experience effectively managing people.

Special Knowledge & Skills:

1. Familiarity with early childhood education policies, licensing requirements, and programs with a particular emphasis on blended funding and programmatic best practice.



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2. Experience leading the creation, implementation, and oversight of programs or initiatives.
3. Familiarity with ECE facilities, finance or facilities issues; familiarity with lending practices and terminology.
4. Excellent interpersonal skills.
5. High level written and oral communication and presentation skills.
6. Proficient computer software skills, including spreadsheets.
7. Ability to think creatively about problems.
8. Ability to work in and with all communities across the region, and ability to represent IFF's mission to government, philanthropic, community, and civic leadership.
9. Network of contacts with ECE agencies or leaders a plus.

Unusual Requirements: Travel is required. The role may require occasional evening and weekend work. The ECE Services Program Manager may visit various operating and prospective early childhood settings which could include abandoned buildings and vacant lots for full inspection/due diligence and visit active construction sites.

**Application Instructions:** Please submit a cover letter, resume and salary requirements to [careers@iff.org](mailto:careers@iff.org) with "ECE Services Program Manager" in the subject line.

*IFF values equity, diversity and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.*