



**Byrd Barr Place**  
**Energy Assistance Program Manager**  
**Job Description**

**Department:** Energy Assistance Program (EAP)  
**Position Title:** Program Manager  
**Reports To:** Director of Operations  
**Pay Range:** Exempt, \$78-89,000, depending on experience  
**Schedule:** Monday – Friday 9am – 5pm  
**Location:** 722 18th Ave Seattle, WA 98122

**General Description:**

The Energy Assistance Program (EAP) provides essential support to individuals and families, ensuring equitable access to energy assistance services during financial hardships. We are seeking a highly organized, efficient and effective Program Manager.

The EAP Program Manager is responsible for leading and overseeing the EAP operations, ensuring efficient program execution, regulatory compliance, and strategic development. This position supervises teams, manages funding guidelines, optimizes application processing workflows, and ensures that Byrd Barr Place continues providing accessible and equitable energy assistance services to individuals and families.

The ideal candidate will have strong leadership skills, program management experience, and the ability to drive process improvements while maintaining client advocacy, team coordination, and data-driven decision-making.

This position is a great way to deepen your existing social service or non-profit experience with more program oversight and client services. It's also a great place to pivot from the for-profit sector to impactful, community-focused work with a historically Black-led organization dedicated to empowering people, especially Black Washingtonians, to live healthier more prosperous lives.

Members of BIPOC (black, indigenous, people of color) communities, or people who have personal experience in historically marginalized and excluded communities are especially encouraged to apply.



## **Essential Duties and Responsibilities**

### **1. Program Operations**

- Oversee daily program execution, ensuring timely and accurate processing of energy assistance applications.
- Manage workflow efficiency, optimizing application intake and staff responsibilities.
- Ensure compliance with federal, state, and commercial funding guidelines.
- Process applications as needed to support timely submissions and maintain service continuity.

### **2. People Management**

- Supervise and support Program Coordinators, Client Advocates, and Program Assistants.
- Provide leadership, coaching, and professional development to enhance staff effectiveness.
- Ensure effective communication and collaboration between program teams.
- Conduct performance evaluations, offering guidance to improve individual and team success.

### **3. Program Contracts and Reporting**

- Manage funding allocations and ensure adherence to contract requirements.
- Maintain accurate reports on client assistance trends, program impact, and funding distribution.
- Work closely with funding agencies and leadership to meet reporting deadlines.
- Prepare for audits and compliance reviews, ensuring program integrity and financial accountability.

### **4. Training and Onboarding**

- Develop and deliver training programs for new hires and existing staff.
- Ensure all team members are well-versed in EAP procedures, compliance protocols, and service expectations.
- Update training materials to reflect policy changes and technology updates.
- Facilitate ongoing staff development sessions to maintain best practices in client advocacy.

### **5. Reporting and Tracking**

- Monitor application processing trends, identifying areas for improvement in efficiency and accuracy.
- Track key performance metrics, measuring program effectiveness and service delivery.
- Ensure data integrity in Salesforce, maintaining thorough client and program records.
- Provide program updates and data-driven recommendations to leadership.

### **6. Policy and Program Development**

- Stay abreast changes in energy assistance policies, adjusting program operations accordingly.
- Collaborate with leadership to develop and refine policies that improve service delivery.
- Assist in funding proposals, supporting grant applications and strategic planning.
- Advocate for equitable access to energy assistance, ensuring community impact.

### **7. Other Duties**

- Support additional program-related responsibilities as assigned by the Director of Operations



### **Required Skills:**

- **Professional Experience** – Minimum of four (4) years of relevant work experience in social services, case management or client advocacy, preferably at a non-profit like Byrd Barr Place.
- **Managerial Experience** – Minimum of at least (2) years of people management experience
- **Cultural Competence and Customer Service Orientation** – Ability to connect and relate to individuals from a variety of cultural, ethnic and socio-economic backgrounds.
- **Time Management and Adaptability** – Ability to prioritize tasks, manage time efficiently, and adapt to changing needs of the EAP team, clients, and stakeholders.
- **Client Advocacy and Program Knowledge** – Understanding of energy assistance programs, eligibility requirements, and available resources to help clients access support.
- **Decision-Making and Problem-Solving** – Ability to assess applications, determine eligibility, and advocate for clients facing financial hardship.
- **Communication and Conflict Resolution** – Strong interpersonal skills to connect with clients, explain assistance options clearly, and de-escalate challenging situations while being solution oriented.
- **Attention to Detail and Compliance** – Ability to process applications accurately while ensuring compliance with federal, state and commercial funding guidelines.
- **Independent Work and Accountability** – Capacity to manage caseloads autonomously while ensuring timely application processing, follow-ups and other EAP related tasks.
- **Team Collaboration and Adaptability** – Works closely with Program Assistants, supervisors, and stakeholders to maintain efficient program operations.
- **Technical Proficiency** – Experience with Microsoft Office Suite (Excel, Outlook, Word, TEAMS) and ability to navigate Salesforce CRM for application tracking.
- **Experience** – Background in social services, case management or client advocacy.
- **Compliance and Security** – Must pass a background check.

**About Byrd Barr Place:** For over six decades, Byrd Barr Place has been committed to empowering communities and creating pathways to prosperity for all. We envision abundant communities where everyone thrives. Our mission is to foster a more equitable Washington through innovative programs and advocacy that support individuals and families, especially those impacted by low-income status, poverty, and housing instability.

We remain steadfast in our dedication to serving our community's needs, addressing systemic barriers, and creating lasting change. With every program, we strive to help people lead healthier, more prosperous lives.

**Benefits:** Byrd Barr Place provides a comprehensive benefits package including medical, dental and vision coverage; employer contributed FSA or HSA, employer-matched 401(k) plan, short and long-term disability, group life and accident insurance. One floating holiday per year, annual vacation leave accrual, annual sick leave accrual and paid holidays. Employees have one (1) hour paid lunch break and two 15-minute breaks.



*Note: Specific responsibilities will be appropriately divided based on skill set and experience.  
Interested parties should submit a cover letter, resume and three professional references to  
[careers@byrdbarr.place](mailto:careers@byrdbarr.place)*