



## **Program Manager**

### **Organization Overview**

Maddux Achilles Haggard was born on Feb. 4, 2005, with a condition incompatible with life. On the sixth day of his young life, his parents Mike and Cheryl Haggard had to make the excruciating decision to take him off life support. Before they did, they called photographer Sandy Puc' to take portraits of them cradling their son. Puc' photographed the couple with Maddux at the hospital before he was removed from life support and after — when he was free from the tubes and the wires that had sustained him.

Those tender photographs documenting Maddux's eternal connection with his parents inspired Cheryl Haggard and Sandy Puc' to begin the nonprofit organization, Now I Lay Me Down to Sleep (NILMDTS). Since 2005, NILMDTS has provided tens of thousands of parents with the free professional portraits of their baby. NILMDTS administers a network of over 1700 volunteer photographers in the United States and around the world.

### **Overview of Program Manager**

The Program Manager will oversee the program aspects of the NILMDTS mission including, but not limited to volunteer programs, the medical affiliate programs, the NILMDTS Remembrance Walk and family remembrance opportunities. This position is responsible for the implementation and coordination of the programs to meet or exceed goals through recruitment and engagement, through participant growth, as well as through retention and appreciation. This position does require travel.

**Reports to:** Senior Director of Operations

### **Responsibilities:**

#### **Supervisory**

- Directly supervises all program staff
- Leads, manages, and holds the programs team accountable for achieving deadlines and commitments
- Ensures the programs team is healthy, functional, and cohesive through conflict resolution and practical problem-solving

#### **Programs**

- Work with the Senior Director of Operations on all programmatic goals
- Integrate all major programmatic functions
- Oversee the Volunteer and Medical Affiliate Programs, as well as Walk and Remembrance Opportunities



- General oversight for all mission-related programs and activities
- Oversee and assist with training implementation and updates for the Volunteer Program
- Oversee development of volunteer recruitment and volunteer retention/appreciation/engagement programs
- Develop processes and procedures within the programs team
- Ensure continued ANCC Accreditation and compliance, Medical Affiliate course development, and reporting
- Stay current on scientific research pertaining to bereavement photography and end-of-life care as required by our accreditation
- Explore accreditation for nurses in other countries as well as other professions in the US

### **Marketing and Communications**

- Work with the Marketing Manager on promotion and marketing of the Medical Affiliate and Volunteer Programs
- Assist with creation of monthly volunteer and Medical Affiliate newsletters
- Verify that a high-level of effective communication exists throughout the program side of the organization

### **General**

- Work with other Management to ensure proper organizational leadership and direction
- Work closely with Senior Director of Operations and other Management to make ideas practical and executable and translate them into functional plans for the organization
- Relentless pursuit of organizational values, focus, simplicity, and clarity
- Strategic planning for the future of NILMDTS Programs
- Aggressive pursuit of NILMDTS Vision 2027

### **SKILLS AND BACKGROUND:**

- Education: Business Degree preferred
- 5+ years of experience in program management roles
- Demonstrated ability to apply a broad array of technologies to improve processes
- Knowledge and experience in the nonprofit sector
- Able to work independently with limited supervision and collaboratively with internal and external partners
- Ability to manage large numbers of volunteers at different levels of expertise
- Excellent interpersonal skills including verbal and written
- Work hours will predominantly be in the Mountain Time Zone
- Ability and willingness to travel 6-10 times a year to fulfill job goals
- Ability and willingness to work evenings and weekends as required for the job



## **WORK ENVIRONMENT:**

- NILMDTS operates virtually with the CEO residing in Colorado and additional staff members in four US Time Zones
- All staff generally work hours within the Mountain Time zone
- We prioritize the health and well-being of our staff by allowing some flexibility within work schedules as it allows with each position, and a generous number of holidays and PTO

## **CORE VALUES:**

The following are the Core Values of the NILMDTS Team.

### **Passionate Contribution**

We believe that collectively we make a powerful impact on the healing journey of families. We contribute to our role in the organization in a way that demonstrates passion and commitment.

### **Prioritize People**

We take pride in having a positive mindset about our team and consider the perspective of others. We show appreciation to each other. We encourage each other to rest and rejuvenate, prioritizing our health and most important relationships, so we can make our greatest contribution.

### **Unyielding Integrity**

We are honest, do what is right, and honor our commitments. When we make a mistake, we own it, resolve it, and learn the lesson to avoid it in the future. When someone deserves credit and appreciation, we acknowledge their efforts and achievements.

### **Continuous Growth**

We constantly strive to improve the mission of the organization as well as improve ourselves. We are open to improvement, growth, and change so we can better serve more families.

## **COMPENSATION & BENEFITS:**

- Salary will be determined based on qualifications and experience at a range of \$55,000 - \$65,000 per year



- 15 days of PTO
- 12 Holidays
- Medical, Dental and Vision package
- 401K up to 3% match

**TO APPLY**

By email: Please submit a cover letter, resume, and salary requirements to NILMDTS:  
employment@nilmdts.org

“Program Manager” as your subject line.

For more information about Now I Lay Me Down to Sleep

Please visit our website <http://www.nowilaymedowntosleep.org>