



Job Description – Program Supervisor

Exempt or Non-Exempt:	Non-Exempt
Full-time or Part-time:	Full-time
Regular or Temporary:	Regular
Bargaining or Non Bargaining	Non Bargaining
Department:	Community Impact
Type	Hybrid (In person for the first few months)
Reports To:	Grants Administrator

About the Role

The Program Supervisor provides programmatic oversight, review, and compliance monitoring for designated State-funded grant activities throughout the grant lifecycle. The position reviews subrecipient case files, service activity, reports, and supporting documentation to assess compliance with State requirements, contract standards, approved work plans, and applicable grant terms.

Within established policies, grant requirements, and delegated authority, the Program Supervisor identifies programmatic deficiencies and performance concerns, evaluates the nature and significance of identified issues, determines or recommends appropriate follow-up, and escalates significant, complex, or unresolved compliance matters to the Grants Administrator, Grants Manager, or other appropriate management.

The position provides programmatic guidance and technical assistance to subrecipients and works collaboratively with internal stakeholders to support quality service delivery, accurate program reporting, timely resolution of compliance issues, and successful achievement of program outcomes through grant close-out.

Essential Duties and Responsibilities

Programmatic compliance oversight (about 40%)

- Monitor compliance with contract standards, including timely case notes, participant response times, contact frequency, signed releases of information, service plans that reflect participant goals, and proper closure and transfer procedures.
- Review a sample of case files from each nonprofit partner monthly in the case management system and document findings.
- Track required partner reports for timeliness and quality.
- Apply AUW's Non-Compliance Policy with nonprofit partners, set fix-by dates, and follow up until resolved.
- Lead programmatic responses to any funder non-compliance notice or Corrective Action Plan.

- Prepare for and support funder file reviews, site visits, and evaluations.

Nonprofit partnership and supervision support (about 25%)

- Hold regular check-ins with nonprofit leads on caseloads, challenges, and quality.
- Review internal reports and partner supervisor reports.
- Confirm nonprofit staff have completed background checks and required training before serving participants.
- Monitor training and orientation with nonprofit partners, and identify ongoing training needs.

Program operations (about 20%)

- Serve as the program's Quality Assurance lead.
- Help draft work plans and program policies (grievance, critical incident, escalation).
- Oversee intake triage and case assignment so cases go to the right nonprofit partner and waitlists are managed.
- Handle escalations, including failed contacts, case closures, critical incidents, grievances, and language access needs.
- Maintain an up-to-date community resource list.

Reporting and funder liaison (about 15%)

- Draft regular program progress reports.
- Compile quarterly outcome data and language access reports.
- Serve as AUW's programmatic contact for funders and system partners.
- Track performance against contract targets and recommend improvements in writing.

Funding Contingency

This position is grant-funded and specifically supports designated State-funded contracts. Continued funding and availability of the position are contingent upon the availability and continuation of grant funding. If funding is reduced, discontinued, or otherwise becomes unavailable, the Company may modify or eliminate the position in accordance with its employment policies and applicable law. This funding contingency does not alter the at-will nature of employment.

Preferred Qualifications

- Experience with State of Hawaii or Federal grant processes, reporting cycles, and close-out procedures.
- Working knowledge of case management services.
- Knowledge and experience with grant-making systems and community impact program implementation.
- Comfortable interacting with stakeholders at all levels of an organization.
- Ability to operate effectively with diverse organizations and work independently as well as within a team.
- Experience managing government funding (federal, state, or county)
- Strong understanding of grant compliance and regulatory framework

Required Qualifications

- Minimum two (2) years of experience in grant administration, grant compliance, program monitoring, or related grant management functions.

- Must be authorized to work in the United States
- Must be able to pass a background and drug test
- Must be located in Hawaii or have pre-existing plans to be in Hawaii

Work Environment & Expectations

- This position operates in a hybrid work model, primarily in-office, with remote flexibility
- May require local and inter-island travel

Physical Work Environment and Equipment

- Indoors in an air-conditioned office with possible external meetings at government offices, corporate headquarters, and nonprofit partner sites
- Frequent use of computers, financial software, government filing systems, and Microsoft Office 365 Suite
- Monday – Friday, typically 8:00 AM – 5:00 PM, with flexibility for evenings and weekends as needed, especially during reporting deadlines and close-out periods

Work Hours

Full-time, Monday through Friday.

Occasional early morning, evening, or weekend work may be required based on grant reporting deadlines, monitoring activities, or other business needs.

Equipment Use

Regular use of a computer and related office technology.

Frequent use of Microsoft Office, financial systems, grant management systems, CRM platforms, and virtual meeting applications.

Mental and Physical Requirements

- Must be able to perform the essential functions of the position, with or without reasonable accommodation.
- Ability to review detailed financial and administrative documentation with a high degree of accuracy.
- Ability to manage multiple tasks and deadlines.
- Ability to sit and work at a computer for extended periods.
- Ability to communicate effectively verbally and in writing
- Indoors in an air-conditioned office with possible external meetings at government offices, corporate headquarters, and nonprofit partner sites.
- Frequent use of computers, automated telephone systems, office supplies, financial software, government filing systems, and Microsoft Office 365 Suite.
- Physical demands may include moving within office and meeting environments, using standard office equipment for extended periods, attending off site meetings, and occasionally lifting or carrying materials up to 25 lb.

Travel Requirements

- Occasional local travel may be required.
- Limited inter-island travel may be required depending on State contract or program needs.

Supervisory Requirements

None. This position does not have direct supervisory responsibility. However, the role requires leadership of cross-functional processes, coordination with internal and external stakeholders, and guidance to departments regarding grant administration, compliance, reporting, and funding requirements.