

**TITLE: Program Manager – Education and Outreach**

**EMPLOYER:** NEIWPC, 650 Suffolk Street, Suite 410, Lowell, MA 01854.

**LOCATION:** Grand Isle Office, 54 West Shore Road, Grand Isle, VT 05458.

**BACKGROUND INFORMATION:** NEIWPC is a regional commission that helps the states of the Northeast preserve and advance water quality. We engage and convene water quality professionals and other interested parties from New England and New York to collaborate on water, wastewater, and environmental science challenges across the regions, ecosystems, and areas of expertise.

NEIWPC serves as financial administrator and program advisor to the LCBP. As such, NEIWPC employs the program staff, including the Program Director, and maintains the program office in Grand Isle, Vermont.

The Lake Champlain Basin Program (LCBP) coordinates and funds activities that protect and improve the natural and human resources of the Lake Champlain Basin. Partners in the program include the States of Vermont and New York, the Province of Quebec, NEIWPC, the U.S. EPA, the U.S. National Park Service, and the International Great Lakes Fishery Commission. LCBP also collaborates with several other agencies and organizations at the federal, state, and local levels, including private firms and academic institutions.

**JOB SUMMARY:** Contributes to the Lake Champlain Basin Program by providing an innovative education and outreach program that (1) promotes a better understanding among citizens and visitors about the Lake Champlain Basin including the environmental problems that it faces and the programs and policies designed to improve it; (2) encourages greater public participation in programs and individual responsibility and stewardship of resources, and (3) involves the public in the long-term implementation of the pollution, prevention, control and restoration plan for the lake.

**DUTIES AND RESPONSIBILITIES:**

**Workgroups:**

- Works with the LCBP Steering Committee and the Education and Outreach (E&O) Advisory Committee to implement the Education and Outreach (E&O) objectives in Opportunities for Action.
- Coordinates and prepares updates for LCBP Executive and Steering Committee meetings.
- Maintains ongoing contact with the Lake Champlain Citizens' Advisory Committee (CAC), educators, lake users, local governments, businesses and non-profit organizations and the public.

**Program and Initiative Management:**

- Project Management: Ensure all projects are managed in accordance with grant requirements.
- Administer and coordinate work activities of staff, including supervising and mentoring the LCBP Communications and Publications Coordinator, the Resource Room Coordinator and the Education and Outreach team providing input and oversight on staff projects and work products, coordinating staff activities, and evaluating performance.

- Coordinate team meetings, project planning, and one-on-one check-ins to streamline workflows and ensure effective participation in partner initiatives.
- Increase collaboration across LCBP teams to strengthen coordination and promote the integration of education, outreach, cultural resources, and lake science.
- Discuss progress on ongoing workplan tasks with the LCBP Program Director.
- Assumes managerial duties when the Program Director is absent, including the approval of staff timesheets, travel expense vouchers, purchase orders, and invoices, and responding to immediate staff needs and outside requests.
- Perform gap analyses and participate in strategic planning to prioritize audiences, messages, and initiatives.
- Develop and oversee youth and student volunteer opportunities, including teacher workshops, after-school programs, and the Youth Clean Water Summit.
- Advance environmental workforce development through partnerships, internships, and programs targeting students and adults.
- Evaluate program success and identify areas for improvement through applied research opportunities.
- Assists the Lake Champlain Basin Program prepare annual funding agreement work plans and budgets for multiple LCBP funding sources related to Education and Outreach, the Resource Room, and Communications and Publications.
- Review and approve requests and work plans for LCBP Education and Outreach, the Resource Room, and Communications and Publications.
- Develop proposals, prepare budgets, amendments, and reports; prepare and track contracts; review draft and final reports; process and approve invoices for payment; track budget elements, work plans, and special status reports; negotiate contracts and MOAs, and oversee implementation.

#### **Education and Outreach Program Development:**

- Develop and implement innovative educational programs for diverse audiences, including youth, educators, landowners, and community members, both within and outside traditional classroom settings.
- Expand and maintain targeted initiatives, strategic partnerships, and program delivery, with a particular focus on growing this work in the New York portion of the Basin.
- Support creative projects, including grants for outreach materials that inspire connection to and stewardship of Lake Champlain.
- Create and evaluate programs to engage all communities across the Basin, including growing collaborations.

#### **Reporting:**

- Assist Program Director and NEIWPC Lowell Supervisor in preparation of quarterly progress reports to EPA and other federal partners and in the financial tracking of Education and Outreach, Resource Room, and Communications and Publications program projects.
- Serves as coordinator and project officer for LCBP Education and Outreach grants, prepare RFP language, coordinate the review of proposals and the development of workplans, track ongoing contract work and facilitate the final review of projects.

#### **Strategic Community Engagement:**

- Lead efforts to build relationships with watershed groups, schools, libraries, and community organizations to expand LCBP's reach.

- Act as an ambassador for NEIWPCC-LCBP by attending meetings with watershed groups, State, Provincial and federal partners, conservation organizations, and other partners.
- Support landowner engagement by summarizing ongoing efforts, highlighting opportunities for landowners to take action, and developing resources on critical topics such as nutrients, cyanobacteria, chloride reduction, soil health and water quality.

**Outreach:**

- Oversees the production and dissemination of newsletters, fact sheets and press releases.
- Serves as the press liaison to LCBP, providing interviews, press releases, information for news segments, and other materials on an as-needed basis.
- Develops and delivers presentations to the public.
- Coordinates the Champlain Basin Education Initiative, a program involving a series of workshops and formal training programs for educators in the region.
- Coordinates an annual watershed group coordination workshop.
- Plans and conducts workshops/public forums as directed by the Education and Outreach Advisory Committee.
- Provides facilitation services to LCBP partners for meetings related to the Lake on an as-needed basis.
- Coordinates the representation of LCBP at community events and conferences on an as-needed basis.
- Assist with coordination of planning and research activities.
- Review the appropriateness of the educational component of all proposals.

**Quality Management.**

- Review and edit Quality Assurance Project Plans submitted by LCBP partners in collaboration with NEIWPCC Lowell office staff and in accordance with NEIWPCC's Quality Management Plan.

The satisfactory performance of the above duties and responsibilities requires the incumbent to have a thorough understanding of NEIWPCC's programs, organization, and policies, to exercise initiative and resourcefulness in complicated situations, and to be able to work effectively with state and federal contacts at both staff top management levels, and with varied professional backgrounds. The ability to organize workload, and perform tasks in an accurate, conclusive and timely manner is required.

**SUPERVISORY CONTROLS:** Incumbent operates with substantial independence of action and delegation of professional decisions within their area of activity. Consults with LCBP Program Director and the Education & Outreach Advisory Committee on certain matters of policy. The LCBP Program Director evaluates job performance.

The incumbent will rely on their ability, expertise, and commitment to excellence. They will also build NEIWPCC's culture which focuses on honesty, ethical behavior, personal integrity, respect for others, transparency, hard work, and collaborative teamwork.

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to, and review the performance of 1-10 professional personnel: and indirect supervision (i.e., through an intermediate level supervisor) over 6-30 professional and/or technical personnel.

## **PREFERRED QUALIFICATIONS:**

### **Education:**

A graduate degree in natural resources management, communications, education, aquatic sciences, environmental studies, or related field.

### **Experience:**

Applicants must have at least seven years of full-time, or equivalent part time, technical or professional experience in the above-mentioned fields, including public participation, of which at least five years must have been in a professional capacity and of which at least three years must have been in a supervisory, managerial or administrative capacity.

### **Personal Characteristics**

- Naturally prone to action with a focus toward continuous improvement and is committed to contributing to the overall success of NEIWPC and LCBP.
- Ability to build collaborative relationships across NEIWPC and our partners.
- Approachable and diplomatic in all interactions.
- Able to manage change and articulate the “value case” for it.
- A team player who is inclusive and willing to help others.
- Thoughtful with excellent listening skills and a service mentality.
- Accepts responsibility and is accountable for results.
- Ability to write concisely to express thoughts clearly and to develop ideas in logical sequence.
- Ability to exercise discretion in handling confidential information.
- Multitasker with excellent organizational skills and the ability to prioritize key deliverables.

### **Special Knowledge and Skills**

- Excellent communication skills, both verbal and written.
- Excellent grammar and editing skills.
- Proven expertise in meeting facilitation, event coordination, and public speaking.
- Knowledge of public involvement and public participation theory and techniques.
- Knowledge/experience with Lake Champlain Basin resource issues.
- Familiarity with budget preparation, grants writing and contract management.
- Working knowledge of the principles and practices of public relations, including traditional print and social media marketing.
- Ability to work both independently and as part of a team.
- Ability to motivate others.
- Ability to publish in the mass media, trade or professional publications.
- Ability to act as an effective liaison with the media.
- Ability to facilitate large group meetings and speak well in public.
- Ability to establish and maintain effective working relationships with diverse groups and build partnerships.
- Computer literacy, particularly word processing, desktop publishing, and video production.
- Ability to exercise considerable tact and diplomacy.
- Effective leadership and business management skills.

### **The following knowledge and skills are helpful although not a requirement to qualify:**

- Ability to speak/communicate in French.

### **Requirements**

- Duties will be performed largely in an office setting, but may include outdoor field assignments, and will require travel to various meetings locations in Vermont, New York, and Quebec, for which a private means of transportation and a valid passport or smart license is required. Position will require travel both regionally and nationally. Will require occasional night and weekend work. Some confrontational meetings with interest groups may occur, which will require good human relations skills and an ability to practice effective public participation techniques.
- Attendance is mandatory in the Lowell office for orientation and at the annual All Staff Meeting (held the last Thursday and Friday in March each year).
- This is a full-time position. This position requires incumbent to be in the office or at the assigned work location Monday – Friday for the first six months of employment. After six months of employment, this position may be eligible for a partial telework schedule, subject to approval and determined by program and office needs. Telework schedules are authorized by the NEIWPC Executive Director.

**SALARY:** Salary dependent upon level of experience and qualifications.

**BENEFITS:** Benefits provided but not included in salary range: vacation, personal and sick leave, health, dental and life insurance, retirement plan. This position requires the incumbent to work five days a week, 8 hours per day, except for approved compensatory time.