The Program manager is responsible for managing the site’s team and implementing the SNUG model by operationalizing its core components – outreach, community mobilization, public education, victim services and ensuring the adoption of best practices. The Program Manager is the site’s liaison to the parent organization and statewide SNUG leadership and is available at any time to address any incidents that may arise.

**Daily**

- Check your calendar on your phone and prepare your schedule for the day and give yourself enough time to effectively attend those appointments. Address any conflicts through email to advise if you may be late in advance.
- Check Emails (Do this several times a day) and read them thoroughly.
- Follow up on any emails that need to be followed up on.
- Read local news sources to make sure you are aware of any incidents that took place overnight that may impact your target area and prepare accordingly.
- Go over database to make sure everyone is up to date on their computer input.
- Go over daily plan for the staff with the outreach worker supervisor, and address any late or missing data for your site with the supervisor to correct on the upcoming shift.
- If any personnel issues come up, plan out how you will address them, and incorporate notifications into your plan, should these issues need to be forwarded to your Site Administrator, or DCJS.
- If you have a community meeting attend that meeting in proper dress code for representation of your position as the program manager.
- Send out reminders to staff of events that your staff has committed to that will ensure their attendance.
- Any other administrative duties that might arise (reports, planning events, staff issues, training needs, payroll, calendar updates, daily supervisor log, etc.).
- Look at training needs that can be addressed at your site level. Develop a plan for researching some options to address those training needs. Who offers the training? Is there costs involved? Is there sufficient funds available?
- Once a week try to communicate with your site administrator to get updated on what is going on with the parent agency. Assess any needs or tasks that may be involved in support of the organization that fit into the role of your program.
- Send out reminders so that weekly canvassing requirements are met.
- If a shooting with injury occurs, begin filling out your violent incident flow chart and organize your initial response, shooting response, and follow up leads with assignments for staff.
- Complete your violent incident worksheet and file for future reference.

**Weekly**
● Check your shooting/homicide numbers with the police data provided to ensure the stats they have match those you have compiled. Immediately follow-up on any discrepancies.
● -Once a week conduct supervision with the OWS.
● -Once a week conduct a staff meeting requiring all staff attend on time.
● -Spend at least four hours per week with OWS in the field. Take note of individual employee performance. Are they where they should be, are they known in the community, do they know the high risk individuals, are they comfortable doing their job. Also assess training needs, success stories, obstacles, and bridges with the community that may need to be built. Document your observations for follow-up.

**Monthly**

● Conduct your once per month (minimum) meeting with the law enforcement and crime analysis liaison. Prepare what information you need to share with your staff, the site administrator, and DCJS.
● Prepare for your video conference on the first Friday of each month for all Program Managers with the SNUG Director. Have your updated and verified data ready for the call. Note any new initiatives, successes, or obstacles that you can share that may help other sites.
● Prepare for your Program Manager video conference call on the second Friday of each month with the SNUG Training Director.
● Update your calendar for next month noting all meetings, trainings, and events that are known in advance.

**Quarterly**

● Enter the required data into the DCJS Grant Management System
● Review your budget for accuracy, and plan your spending to have it last the entire fiscal year (January-December 2018)