



Program Associate [Northern Michigan Preferred]

Job Description | 2026

Position Description

Nonprofit Nav is a national nonprofit consulting firm serving organizations across the sector, from grassroots movements to international foundations, trade associations, and charities. Our work centers on governance, strategic planning, program development, and organizational growth. We are a selective team with a strong reputation and ambitious plans for where we are headed.

The Program Associate is a full-time core team member who supports the Principal Consultant in delivering the firm's multi-partner engagements. An initial primary assignment is a state-funded rural health initiative. Nonprofit Nav provides technical assistance, assessment, and evaluation services to emerging Community Information Exchange (CIE) coordinating entities in rural Northern Michigan, helping them strengthen care coordination, improve information sharing, and reduce administrative burden across their provider and community partner networks.

The Program Associate works alongside the Principal Consultant and Research Assistant, handling coordination, research, and partner support, and will contribute to other governance, strategic planning, and research engagements in the firm's portfolio.

The right individual for this role will have strong tenacity, a strong work ethic, and a desire to raise the bar for nonprofit consulting.

Key Responsibilities

CIE Project-Specific Assessment Design and Implementation

- Support the design and administration of assessments of each coordinating entity against the three CIE coordinating entity standards: structure, network principles, and administrative functions.
- Schedule and support interviews, surveys, and focus groups that assess network partner strengths, services, capacities, and opportunities for network expansion.

- Organize and analyze assessment data using consistent methods across counties, and draft sections of aggregated assessment reports.

Project Management and Baseline Metrics

- Coordinate schedules, track tasks, and manage deliverable timelines.
- Collect and track baseline metrics for project period deliverables.
- Support coordination with client project leadership on grant requirements and reporting timelines.

Services Delivery

- Support delivery of training and facilitated sessions as needed, including preparation of materials, setup, and assistance with moderation.
- Prepare training materials and resources tailored to each client's needs.
- Identify needs outside the firm's expertise, such as information technology, security, and data exchange, and refer entities to specialized resources.

Evaluation, Measurement, and Reporting

- Maintain the evaluation and measurement plan, including tracking key performance indicators and benchmarks tied to project period outcomes.
- Monitor progress against baseline metrics and document improvements in care coordination, information sharing, and administrative efficiency.
- Draft quarterly performance information and participate in status and performance meetings with clients as needed.

Qualifications

A bachelor's degree in a related field (social work, public health, nonprofit leadership, public policy, business, etc.) is required.

Qualified candidates will also bring:

- At least 2 years of work experience in community navigation, community information exchange (CIE), community asset mapping, or a closely related field such as care coordination, community health work, or social care referral.
- Experience in government, health, human services, or rural communities is highly desired. Familiarity with health information exchange or community referral platforms is a plus.
- Project management and strong organizational skills, including a high level of accountability for deadlines across multiple partners.
- Research and evaluation skills, including survey development, data collection and analysis, and support for interviews and focus groups.
- Design aptitude. Ability to create, or minimally, recognize, presentations and documents that are aesthetically impressive.
- Attention to detail. Accuracy in data entry, meeting notes, and reporting, with a habit of catching errors before they reach a client.
- Client relationship management. A natural ability to build trust quickly, read the room, and maintain strong professional relationships with community partners, state agencies, and prime contractors.

- Adaptive thinking. Comfort in a fast-paced, remote-first environment, moving forward with incomplete information and pivoting when priorities shift.
- Technology fluency. Comfortable adopting new tools quickly. Polished and confident on video calls across platforms, with the presence and tech literacy to run seamless remote meetings.

Position Specifications

This is a full-time, fully remote, exempt position with a salary and benefits package. Candidates based in Northern Michigan are strongly preferred, as the role includes regular travel to rural Northern Michigan counties and periodic in-person collaboration with the team.

Full-Time Weekly Hours: 40 hours per week

Typical Hours: M-F, flexible scheduling with core working hours of 8:00am-4:00pm ET (occasional weekends and extended hours due to client-related travel)

- Competitive Salary
- 401k Plan with 3% Match after Year One
- Unlimited PTO after first 90 days of continuous employment

Nonprofit Nav Values

Relevancy

It's difficult to provide guidance to the sector when you're no longer in it. Our team engages in board service, volunteerism, and contract leadership to keep our relevance.

Simplicity

Trending lingo, the latest theories, and strategic fads are lost on us. We use what works and what can be easily understood by our clients. Everything else is for scholars. We're practitioners.

Raising the Bar

We don't just aim to set the bar; we attempt to raise it with every engagement. We are competing with ourselves.

Always Learning

We have something to learn from each person we interact with, especially our clients. The things we have figured out may need to be refigured tomorrow. It's ok, we're committed to always learning.

Demonstrated Confidence (Not Declared)

Our introductions will never take the air out of the room. Our confidence is demonstrated by our intellect, belief in our systems, and familiarity with the sector. We don't feel the need to declare it.

It's Not About Us

We believe our gifts are being stewarded for a greater purpose. God and our clients get the glory. We get the honor of supporting their work.

Nonprofit Nav Diversity Statement

Nonprofit Nav believes all individuals have the power to create positive change in the world, and no one group or individual is more or less powerful or valuable in this regard. We believe that the greatest innovations arise from collaborations where there is diversity, acceptance, and equity. We are an equal-opportunity employer.

How to Apply

Interested candidates can send their resumes, including employment references (2-3), to info@nonprofitnav.com. Interviews will be conducted on a rolling basis, and resumes will be accepted until the position is filled.