

POSITION DESCRIPTION
FOR
PROGRAM MANAGER

Reports to: Program & Operations Director

Classification: Full-time (75-100%), Exempt

Location: Remote. Candidates must reside in Colorado, Utah, California or Washington. Preference for Candidates in Colorado, Utah or the Greater Los Angeles area.

ABOUT ALIGHT

ALIGHT (Alliance to Lead Impact in Global Human Trafficking) helps survivors of human trafficking access the legal support they need to rebuild their lives. Founded in 2015 as a 501(c)(3) nonprofit in Colorado, ALIGHT connects survivors with pro bono attorneys across Colorado and beyond. Through a technology-powered model, we match survivors with high-quality legal services at critical moments in their recovery—helping them overcome complex legal barriers and move toward justice, stability and freedom.

Our work has been recognized by MIT Solve, the United Nations Conference on the Status of Women, Princeton’s Center for Information Technology Policy and the American Bar Association.

If you’re passionate about justice, technology-driven solutions and supporting vulnerable communities, we invite you to join our team. Learn more at www.alightnet.org.

ABOUT YOU

We are seeking highly talented and passionate individuals who thrive in an entrepreneurial culture that values justice, collaboration, innovative solutions with impact and a multidisciplinary approach to the injustices of human trafficking.

If you are looking to:

- Use your knowledge and experience to positively impact the lives of the most vulnerable members of various at-risk communities
- Work with other passionate professionals to fight for the rights of human trafficking survivors
- Develop expertise working at the intersection of law, technology and human trafficking

Then you have found the right place.

POSITION DESCRIPTION

The Program Manager serves as the key connection point between survivors, ALIGHT and the National Attorney Network. This role combines direct survivor engagement—including trauma-informed intake and legal case coordination—with strategic oversight of ALIGHT’s network of pro bono attorneys and community service providers. The Program Manager ensures survivors are matched with skilled, trauma-informed legal partners, leads training and capacity-building efforts and manages ongoing feedback and case monitoring systems. This position also plays a critical role in improving ALIGHT’s technology platform and program operations based on partner and survivor input.

RESPONSIBILITIES

Program Management and Development

- Provide comprehensive program management to ensure alignment with program goals, effective resource use and measurable impact.
- Identify and implement iterative program improvements - including new systems, policies and processes - based on outcomes and feedback.
- Partner with leadership to develop strategic reporting frameworks and inform long-term program planning.

Survivor Intake and Eligibility

- Conduct trauma-informed phone screenings to determine survivor eligibility for ALIGHT’s legal program.
- Collect and manage survivor consent forms and related intake documentation.

Case Placement & Support

- Post survivor legal needs to ALIGHT’s technology platform and ensure timely attorney-survivor matching.
- Develop case summaries identifying legal issues and relevant jurisdictions.
- Assist survivors in connecting with appropriate pro bono attorneys using tailored resources (e.g., info guides, templates).
- Lead onboarding and engagement of ALIGHT’s program partners, including the National Attorney Network (1,500+ attorneys) and community service providers.
- Give technical assistance to ALIGHT’s partners using ALIGHT’s technology platform and tools.
- Independently identify legal gaps and conduct outreach, vetting and onboarding of new legal partners.
- Contribute to the creation of any required documentation for survivors.

Case Monitoring & Quality Control

- Open new matters and maintain records in ALIGHT’s CRM/database.

- Maintain regular communication with attorneys, survivors and their advocates/case managers to confirm placement, track case progress and troubleshoot issues.
- Address issues related to attorney-survivor communication or follow-up legal needs.
- Design, implement and analyze partner feedback processes to inform continuous improvement and reporting.

Network Building and Partnership Development

- Develop and lead initiatives to build ALIGHT's network and promote engagement with ALIGHT's partners.
- Conduct outreach, onboarding, vetting and training of both attorneys and community service providers.
- Maintain and steward partner relationships using ALIGHT's partnership tier model; proactively address partnership needs and opportunities.
- Build capacity within the National Attorney Network to deliver trauma-informed, survivor-centered legal care through training, mentorship and engagement.
- Represent ALIGHT at community events and support initiatives to bolster engagement in the program.
- Develop and manage communications to promote stakeholder participation and engagement (e.g. development of the annual Impact Report).
- Maintain partner records in ALIGHT's CRM/database.

Trainings & Materials

- Provide training to stakeholders—including attorneys and service providers—on: (a) ALIGHT's program, including structure, standards, eligibility criteria and technology platform and (b) trauma-informed, culturally competent lawyering and human trafficking issues.
- Actively support and promote trauma-informed, survivor-centered skill-building among ALIGHT's partners.
- Design resources and materials to build legal partners' skills in working with survivors.
- Identify, develop and deliver other trainings that respond to emerging program needs or gaps.

Non-Legal Support

- Identify and refer survivors to appropriate non-legal resources as needed.
- Maintain a database of available non-legal support resources.

Other Program Support

- Manage and grow engagement through the National Survivor Law Collective (NSLC) listserv and collaborative activities.

- Perform other tasks regarding the maintenance of the National Survivor Law Collective (NSLC) as assigned.

Other Duties

- Domestic travel may be required for training and outreach.
- Additional duties as assigned in alignment with ALIGHT's strategic goals.

QUALIFICATIONS, SKILLS AND EXPERIENCE

Role Specific

- JD, MSW or robust equivalent experience.
- Experience managing legal access or survivor service programs, ideally in a leadership role.
- Demonstrated ability to manage full-cycle service delivery, from intake through case placement, monitoring and follow-up.
- Proven experience in providing direct, trauma-informed services to vulnerable populations.
- Experienced in identifying legal issues, determining jurisdiction.
- Experience training both legal and social-service professionals, tailoring materials and delivery methods for diverse audiences.
- Ability to lead network growth strategies, including attorney recruitment and community partner outreach.
- Demonstrated capacity to synthesize data and feedback into actionable program improvements.
- (Preferred): Experience coordinating legal and community-based organizations.
- (Preferred): Spanish language skills.
- (Preferred): Familiarity with basic graphic design and process documentation tools.

Core Competencies

- Commitment to trauma-informed, survivor-centered practice, grounded in respect, dignity and cultural humility.
- Demonstrated ability to engage ethically with vulnerable populations, including knowledge of confidentiality and mandatory reporting.
- Demonstrated ability to work independently and remotely in an entrepreneurial setting, using tools like Google Workspace, Zoom, mobile apps and CRMs.
- Proven ability to manage time, data and complex information across multiple systems, platforms and stakeholders.
- Ability to analyze problems and propose solutions, bringing a proactive, solutions-oriented mindset.

- Demonstrated ability to adapt to fast-changing program needs.
- Experience in growing networks, developing partnerships and building relationships across diverse stakeholders.
- Experience developing and facilitating trainings, both live and virtual, using accessible and inclusive teaching strategies.
- Strong written and verbal communication skills including content creation.
- Ability to remain calm under pressure, maintain professional boundaries and model self-care and resilience.

PHYSICAL & ENVIRONMENTAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to:

- Perform work from home-based office
- Sit for prolonged periods of time.
- Prioritize and multi-task work and projects requiring good memory, concentration and analytical thinking.

Must be able to hear, read and communicate verbally and in writing frequently with a wide range of people from divergent socio-economic and cultural backgrounds and origins.

APPLICATION INSTRUCTIONS

Eligible candidates must reside in Colorado, Utah, California or Washington, with a preference for those based in ALIGHT's program regions of Colorado, Utah or the Greater Los Angeles area.

Please follow the below instructions:

- Send your **resume** and **cover letter** in PDF to connect@alightnet.org. Applications will be considered on a rolling basis.
- Write 'Program Manager Application' in the email subject line.
- Title your resume and cover letter with your name followed by the type of document. e.g 'Candidate Name_Resume'

Applications that do not include both a PDF resume and cover letter, or do not follow the submission instructions, will not be considered.