**SUGGESTED PROGRAM ROLES AND STAFFING PLAN**

GUIDANCE: once an intermediary is identified, they need to determine appropriate staff and roles for program coordination. At minimum a program could operate with two staff to ensure appropriate internal controls. Ideally there should be at least three or more staff involved, depending on the size and scale of the fund, to ensure applicants have adequate support and that there are back-up roles for each staff person in case of absences. To enable a quicker rollout, additional personnel could be dedicated to outreach and support, and/or to billing and disbursements for a short time period as the fund has an accelerated timeline.

Consider a back-up staffing option for each person involved to ensure that the program can continue even if there are disruptions due to employee sickness or caring for a family member or friend.

Staffing might include:

|  |  |  |  |
| --- | --- | --- | --- |
| **Program Role** | **Responsibilities\*** | **Personnel** | **Back-Up** |
| **Program Manager** | - Establish administrative process and structure in alignment with fund goals (complete Staffing and Work Plans)  - Set timeline and deadlines  - Determine outreach and communication plan | 1. | 1.  2. |
| **Applicant Outreach and Support**  *\*This would ideally be a person/ persons with an existing relationship with providers and existing communication channels.* | - Coordinate communication plan and spread the word about this resource.  - Field all program inquiries and requests for technical support in completing the application. | 1.  2. | 1.  2.  3. |
| **Disbursement Manager**  *\*This would typically be someone in an organization’s finance or billing department and should follow an organization’s internal control process.* | - Confirm banking and account information and disburse funds to grantees.  - Ensure internal controls. | 1.  2. | 1.  2.  3. |
| Additional... |  |  |  |

\*to determine and identify a full list of responsibilities, complete and refer to the Work Plan.