



ZAKAT
FOUNDATION
of AMERICA

The Leader in Empowering Lives Through Zakat

U.S Programs Manager

Job Description

The Manager will oversee the full program cycle, including community needs assessment, program design, partner identification and due diligence, proposal development, budgeting, implementation, monitoring, beneficiary services, documentation, reporting, evaluation, and continuous improvement. A significant component of the position involves overseeing ZFA's direct social-services function. This includes ensuring that individuals and families seeking assistance are treated with dignity and respect; applications are assessed consistently and fairly; eligibility and zakat considerations are properly evaluated; documentation is maintained; assistance decisions are appropriately reviewed; and clients are connected with additional resources when ZFA cannot meet their full needs. The Manager will serve as a key liaison between ZFA headquarters, U.S. program partners, community organizations, social-service providers, donors, volunteers, and other stakeholders.

Duties and Responsibilities

- Lead and manage Zakat Foundation of America's U.S. programs portfolio in alignment with ZFA's mission, strategic priorities, and community needs.
- Develop and strengthen U.S. programs addressing poverty, food insecurity, emergency needs, housing instability, and other critical needs affecting vulnerable communities.
- Identify emerging needs and opportunities to expand ZFA's reach and impact in underserved communities.
- Lead the planning and implementation of major U.S. initiatives, including Ramadan, Eid, food assistance, emergency assistance, and other seasonal programs.
- Oversee ZFA's U.S. zakat assistance and social services programs, ensuring assistance is delivered with dignity, consistency, confidentiality, and in accordance with applicable zakat principles.
- Guide program eligibility, assistance, and referral processes while providing direction on complex or sensitive cases.
- Develop and maintain strategic partnerships with nonprofits, mosques, Islamic centers, food banks, social-service organizations, and other community-based organizations.



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- Identify and evaluate new program partners and establish clear expectations for program delivery, accountability, reporting, and use of funds.
- Develop and manage U.S. program budgets in guidance from Executive Director, ensuring responsible stewardship of zakat and charitable funds.
- Establish program goals, performance measures, and reporting systems to evaluate reach, outcomes, and impact.
- Use program data, beneficiary feedback, and community trends to improve programs, strengthen services, and guide resource allocation.
- Provide recommendations to leadership on U.S. program priorities, growth opportunities, and emerging community needs.
- Supervise and develop U.S. Programs and Social Services staff, fostering a culture of accountability, compassion, professionalism, and teamwork.
- Represent ZFA's U.S. programs with community partners, nonprofit organizations, Islamic institutions, and other key stakeholders.
- Ensure U.S. programs maintain strong standards of integrity, confidentiality, compliance, risk management, and stewardship.

This job description in no way states or implies that these are the only duties to be performed by this employee. They will be required to follow any other instructions and to perform any other duties requested by their supervisor.

Qualifications & Experience

- Bachelor's degree in social work, nonprofit management, public administration, or a related field; master's degree preferred.
- 5+ years of experience in nonprofit program management, social services, community development, or a related field.
- 2+ years of experience managing staff, programs, budgets, and community partnerships.
- Experience working directly with low-income and vulnerable individuals and families, including eligibility assessment, case management, referrals, and emergency assistance.
- Strong understanding of U.S. social-service systems, nonprofit operations, and community-based programs.

Environment



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1. Position requires frequent and regular phone and computer use.
2. Workplace is smoke-free and drug-free environment.
3. Equal opportunity employer
4. Position is in HQ office in Bridgeview, IL