



<b>JOB TITLE:</b>	Program Manager (Career Connected)		
<b>STATUS:</b>	Exempt, Regular Full-Time		
<b>DEPARTMENT:</b>	Programs		
<b>MANAGES:</b>	Program Coordinators		
<b>LOCATION:</b>	Seattle	<b>Salary:</b>	\$52,200 + generous benefits
<b>REPORTS TO:</b>	Vice President of Programs	<b>Last Reviewed:</b>	December 2018

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**Our Mission:** Big Brothers Big Sisters of Puget Sound (BBBSPS) provides children facing adversity with strong and enduring, professionally supported 1-to-1 relationships that change their lives for the better, forever.

#### **JOB SUMMARY:**

Big Brothers Big Sisters seeks a Program Manager who will thrive in an environment that is dedicated to positively impacting more youth through high quality 1-to-1 mentoring. This position leads efforts to fulfill our vision to connect youth to career and college success mentors through intentional partnerships engaging schools and the business community. The Program Manager will lead strategy and supervise a team of approximately 4+ program staff, and will direct operations that deliver our 1-to-1 mentoring relationships through special programs that blend curriculum with real-world experiences. The ideal Program Manager will enjoy and be successful at both internal operational excellence and building successful external relationships. The nature of this work requires consistent availability in the evenings and weekends to supervise staff working with mentors, families, and partners outside of normal business hours.

The Program Manager will influence the educational success, career exploration, and wellness engagement for youth by supporting program staff who work directly with students, mentors, parents, school administrators, and community and corporate partners. The team connects students with positive adult mentors who can transform their futures. By maintaining contact with and coaching matched pairs, the team ensures successful and viable ongoing relationships. The Program Manager will also collaborate closely with other program management to oversee the process used to recruit, screen and train our volunteer mentors and students. The Program Manager must also thrive on collaborating with other departments such as marketing and fund development. The Program Manager must possess the drive to meet or exceed goals and build capacity for future growth.

#### **ESSENTIAL RESPONSIBILITIES:**

- Lead strategy and execution of program growth and continuous quality improvement, in collaboration with the Vice President of Programs and senior leadership.
- Supervise Program Coordinators to ensure that the program meets expected goals, objectives, and outcomes.
- Develop and support employees. Conduct staff evaluations and ensure accountability to performance.
- Manage supervision of mentoring relationships to ensure high-quality and safe matches.
- Identify and lead initiatives to provide mentoring in relevant and innovative formats for program services growth.
- Steward relationships with key corporate and partner contacts, in collaboration with development team and senior leadership.
- Audit match files to assure high level of service and compliance with agency standards of practice.
- Evaluate and provide program data regarding enrollment, match support, marketing and outcomes.
- Support team and agency efforts to provide excellent customer service to all constituents.
- Recruit mentors, and increase visibility of special programs throughout service area.
- Act as a resource for staff, clients, parents, volunteers, schools, and community and corporate partners.
- Assist with the design, administration and assessment of program evaluations required for grants and national standards.
- Network with corporations, schools, community agencies and committees.
- Represent agency and attend appropriate meetings with community groups, foundations, schools, corporate partners or other constituents as needed.
- Assist in developing curriculum and foster relationships with school administrators.
- Oversee development of content and materials to facilitate volunteer, parent and youth orientation and training sessions for special programs.
- Oversee the coordination and facilitation of new staff training sessions and development of training materials.
- Other duties as assigned.

**REQUIRED JOB QUALIFICATIONS:**

- Demonstrated experience directly supervising projects and/or employees.
- 4+ years of related experience in a multifaceted work environment that may include classroom management, project management, nonprofit management or social services, or corporate account management.
- Bachelor's degree required.
- Excellent oral and written communication skills reflecting solid customer service in person, and via telephone and electronically.
- Understanding of youth development and family dynamics.
- Understand issues related to poverty, trauma histories and different cultures including race.
- Demonstrated ability to build and sustain relationships with corporate and community partners.
- Demonstrated ability to lead a high-performing team driven to accomplish agency goals, and to foster a work environment that utilizes data and transparent performance metrics to inform and coach the team.
- Ability to collect meaningful data and draw solid conclusions.
- Ability to maintain professionalism and confidentiality in sensitive, complex, and/or controversial situations.
- Willingness and ability to work effectively with diverse populations including people of all ages, race/ethnicity, religion, sexual orientation and gender identity, among others.
- Ability to work independently and collaboratively, exercising good judgment, decision-making and problem-solving skills to achieve team goals.
- Proficiency in Microsoft Office with an emphasis on Word, Excel and Outlook and database and CRM programs.
- Ability to work evening and weekend hours and effectively manage a flexible schedule required.
- Valid US driver's license, insurance coverage, and consistent access to a reliable vehicle: the job requires regular travel to meet with staff in branch offices, clients, volunteers, and corporate and community partners.
- Satisfactory driving record that meets or exceeds BBBS standards of insurability.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. The job description may be subject to change to meet the needs of the organization.

**COMPETENCIES NEEDED TO BE SUCCESSFUL WITHIN OUR ORGANIZATION:** We work with each employee to generate professional development plans that reinforce skill-building and demonstration of growth in each of the following competencies.

- Core Competencies
  - Accountability / Workload Management
  - Customer Service Orientation
  - Growth Mindset, Adaptability
  - Cultural Sensitivity
  - Collaboration
  - Expertise in Area of Focus
- Leadership Competencies
  - Develops & Motivates Others
  - External Relationship Builder
  - Team Effectiveness
  - Emotional Intelligence
  - Organizational Growth Orientation
  - Problem-Solving
  - Initiative & Results Driven

**WORK ENVIRONMENT:**

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- *Routine office environment.*
- *Frequent independent travel.*
- *Physical demands:* While performing duties of job, employee is frequently required to stand; walk; sit; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work environment:* The noise level in the work environment is usually moderate.

*Equal Employment Opportunity*

BBBSPS is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.