



## Staff Position Description

**TITLE:** Program Manager

**REPORTS TO:** Executive Director

**STATUS:** Permanent, Year-Round

**BENEFITS:** Full-time Positions eligible for ICHRA benefit, professional development, some flexible scheduling & Paid Time Off/Holidays per organizational policies.

**POSITION SUMMARY:** Overall responsibility for the BBBS program(s). Position includes case management responsibilities, recruitment, public relations and community outreach & relationship-building/management. Will work independently and in cooperation with all other staff and board from BBBS SW CO. Leads and manages volunteers, occasionally other employees, toward specific outcomes of their role. Represents the organization with ethics and professionalism when speaking to the greater community.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### *Program Management:*

- Strategically and continuously recruit volunteer Bigs and other volunteers to support programming needs.
- Interview and screen potential volunteers that include all requirements per organizational policy and BBBSA Standards.
- Develops and evolves safety strategies; while delivering consistent and ongoing trainings that support volunteers.
- Develop relationships with youth and parents to assess needs that the program and other resources could support.
- Lead consistent and professional communications with all stakeholders in accordance with BBBS standards.
- Identify child safety preventative measures for volunteers, children and their families and identify immediate steps to mitigate issues.
- Maintains written and statistical documentation in a professional and timely manner.
- Monitor and document all elements of match support and supervision.
- Support & mentor each match participant to ensure a positive development experience for youth and volunteers alike.
- Administer BBBS program evaluation tools & strategies, assess findings and implement actions as indicated by the findings.
- Support other program and administrative staff, and occasionally board members, through trainings and clear communication to create a strong collaborative culture across the organization.

### *Community Leadership:*



- Coordinate and deliver high quality presentations to the community with outcomes to better contribute toward our mission, recruit new volunteers and/or donors.
- Develop & deliver ongoing communication, internally and externally, to educate the community and stakeholders on the needs and celebrations of the organization.
- Assist with execution of special events and cause-related marketing efforts.
- Steward and track individual and business donors while developing a variety of benefits for our Matches to engage with through events, products and services.
- Performs duties in compliance with National standards and BBBS SW CO policies, procedures and practices.
- Other responsibilities requested from organizational leadership or needed to execute Strategic Plan goals and their outcomes.

**Qualifications**

- Must be able to work some evenings and weekends, as needed.
- Responsibilities require use of computers and the need to work in front of a computer terminal for extended periods of time.
- Responsibilities may require participation in indoor/outdoor activities.
- Must be able to communicate effectively to a diverse group of community members and stakeholders through various communication tools used by the organization or stakeholders.
- Must be self-motivated, responsible and able to work independently with minimal supervision; sometimes remote from an office or other staff.
- Have obtained a Bachelor’s Degree in related field OR minimum 4 years experience in transferable responsibilities.
- Must be able to clear a criminal history check and motor vehicle records per organizational policies and standards.
- Minimum 2 years experience in managing a program, preferable youth development-focused.
- Must have reliable transportation, valid Driver’s License and proper vehicle insurance with ability.

**STATEMENT OF UNDERSTANDING**

I have read and understand the above position and its responsibilities. I assert that I am able to perform the essential responsibilities, meet the physical requirements of this position, and have the ability to meet requirements of the position and organization’s policies & procedures as indicated in the Personnel Policies. I understand that my responsibilities may adjust throughout my employment assigned to this position at the discretion of the organization to do so.

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EMPLOYEE SIGNATURE

DATE

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SUPERVISOR SIGNATURE

DATE