

BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY

JOB DESCRIPTION: PROGRAM DIRECTOR



GENERAL JOB INFORMATION	
Title:	Program Director
Reports To (Title):	President & CEO
Job Type:	Program
Department:	Program
FLSA Classification:	Exempt
Compensation Range:	\$45,000-\$60,000 dependent on experience
Date Last Reviewed:	December 16, 2020

CANDIDATE SUMMARY

Big Brothers Big Sisters of the Lowcountry’s Program Director will be a driven, dynamic, self-directed, and energetic leader passionate about assisting our region’s youth achieve their full promise and potential through one-to-one mentoring. This leader will exhibit an inclusive, asset-based customer service and growth mindset, deep intellectual curiosity, cultural humility, and the ability to balance both the big picture and technical aspects of the role through innovation and an ongoing commitment to continuous quality improvement. The BBBSL Program Director is accountable for actively and transparently managing staff performance, for ensuring child safety and excellent child outcomes, and for managing external program partnerships. S/he will exhibit determination, bias toward action, creative problem solving, confidence, a collaborative spirit, and an inspired approach that will influence and motivate key stakeholders, donors, partners, and staff. Working with the CEO and other key stakeholders, the Program Director will lead formulation of data-driven short-, medium-, and long-term program priorities, will build strategy to achieve them, and will ensure effective execution against them ensuring the ongoing success of BBBSL’s mission among children, families and volunteers served. S/he will also be responsible for leading the development of new programs. While managing to excellence s/he will exemplify BBBSL’s core values of being fiercely positive and playful with a purpose; being a steward and innovator for growth; commitment to leveling the playing field (equity); being unfailingly collaborative; dedication to courage, compassion, and connection; and being results-driven.

ESSENTIAL FUNCTIONS

Essential Function 1: Strategic Vision, Business Planning & Execution

- In partnership with the CEO and/or staff, assists in development and execution of BBBSL’s strategic vision, annual and multi-year business plans, and new program development project and priorities
- In partnership with the CEO, assists and/or leads decision-making regarding short- and long-term key program performance indicators, benchmarks, and timelines and uses them to actively manage program design and priorities
- Assists CEO in preparation of the annual budget

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Essential Function 2: Compliance & Continuous Quality Improvement

- Ensures compliance with all Big Brothers Big Sisters of America (BBBSA) standards of practice (including program delivery, outcomes assessments, risk management, and quality control policies), BBBSL board-approved policies and procedures, grant/gift requirements, and formal partnership agreements
- Updates policies and ensures necessary approvals as required by BBBSL or BBBSA
- Completes all necessary assessments and grant reporting
- Compiles and prepares data for monthly key performance indicator reports and for required BBBSA submissions and as needed by BBBSL leadership
- Proactively and regularly monitors/analyzes MatchForce (Salesforce CRM) data to ensure compliance with standards, continuous quality improvement, and child safety
- Uses data to monitor and coach staff regarding personal performance on weekly, monthly and annual bases
- Proactively adjusts staff workflow and strategy to ensure achievement of annual and multi-year goals
- Provides final authorization for volunteer mentors managing the background check systems
- Ensures excellent and accurate management of data systems by all program staff to support relationship management, compliance, strategic decision making
- Proactively and transparently communicates internally and externally regarding individual, team, and organizational program outcomes to inform strategic decision making
- Stays abreast of mentoring, youth development, supervisory, and relationship management best practices and, as appropriate, strategically infuses new practices into program delivery

Essential Function 3: Talent Management

- Attracts, retains, and directs a diverse, inclusive, skilled, committed, and driven team
- Ensures staff are properly onboarded, trained, coached/developed, supported, and resourced to achieve individual and organizational goals
- Fosters a collaborative, engaged, supportive, accountable, and continuously improving performance management culture
- When absolutely required, willingly assist staff in core work during crunch periods
- Embodies a commitment to diversity, equity, and inclusion and infuses it in all management practices

Essential Function 4: Partnership Relationship Development & Management

- Cultivates and nurtures strategic relationships with key human service, education, civic group, faith-based, fraternal/sororal, and workplace partners to ensure optimum program design, training, parent/guardian involvement, and volunteer and child recruitment
- Manages vendor contracts and relationships critical to service delivery

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Essential Function 5: Ambassador & Spokesperson

- Represents BBBSL passionately and professionally among diverse audiences and at key meetings and events
- Serves as a key member of the volunteer recruitment team
- Positively influences a range of external stakeholders to recruit volunteer mentors, leadership volunteers, charitable contributions, etc.
- Regularly engages professionally on social media platforms to build stakeholder relationships and promote the mission

QUALIFICATIONS

Education

- Bachelor's degree required
- Master's degree in Social Work or Public Administration preferred

Experience

- Three (3)-to-five (5) years of demonstrated success in youth development program management required
- Supervisory experience strongly preferred
- Lived experience consonant with our service population preferred
- Strong database/CRM management experience required
- Salesforce CRM experience preferred
- Strong technology skills required (Outlook, SharePoint, Excel, PowerPoint, Teams, Zoom, Acuity)
- Strong key performance indicator/reporting experience preferred

Skills

- Demonstrated leadership ability, team management, interpersonal skills, and ability to work with diverse stakeholders
- Ability to manage a team remotely
- Ability to move between big picture concerns and technical requirements
- Ability to manage multiple projects and demands in tandem and to deadline
- Preference for working in a fast-paced, data-driven performance management culture
- Experience working with information technology, hiring, and training staff, and program management
- Demonstrated knowledge of best practices and industry trends
- Ability to anticipate and recognize obstacles and to broker collaborative problem-solving and issue resolution
- Facilitative and data-driven leadership style
- Flexibility with change
- Ability to work in a fast-paced performance management culture

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- Excellent oral and written communication skills
- Understanding and value for creating and managing to key performance indicators

PHYSICAL DEMANDS OF JOB

- This job requires exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects
- Worker must frequently use typical office equipment (telephone, copier, printer, fax, etc.)
- Worker must have a reliable cell phone with an adequate data plan for use in the role (will be partially reimbursed with a monthly stipend, VOIP application subscription provided by BBBSL)
- Worker sits most of the time
- Worker communicates with constituents, clients, and/or partners by phone and in person
- Must be able to navigate locations that are not ADA compliant. Routinely required to travel by car
- Worker must have their own car for use in the role (mileage will be reimbursed at set per mile rate)
- While worker will initially spend most time work remotely (due to the pandemic), this will not be a permanent situation

WORK ENVIRONMENT

- Primarily works in a climate-controlled office-based setting
- Must be willing to work with some frequency outside normal office hours to ensure BBBSL presence in the community, attend BBBSL and other networking events, meet donors/stakeholders, etc.

**All candidates should email a resume and customized cover letter to hr@bbbslowcountry.org.
No phone calls please.**

Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive. Supervisors may assign additional functions and requirements as deemed appropriate. Duties, responsibilities, and activities may change at any time with or without notice. Employment with BBBSL is at-will. BBBSL is an equal opportunity employer and does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics.