

## **BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY**

### **JOB AD: Program Director**

Big Brothers Big Sister of the Lowcountry (BBBSL) was founded in 2019. Operating as an independent 501(c)(3) with its own local Board of Directors, BBBSL serves Berkeley, Charleston, and Dorchester Counties in South Carolina.

Big Brothers Big Sisters of the Lowcountry believes that inherent in every child is incredible potential. We create and support meaningful matches between adult volunteers (“Bigs”) and children (“Littles”), ages seven (7) through high school graduation throughout our Tri-county region. We develop positive relationships that have a direct and lasting effect on the lives of young people as they strive to well in school, adopt healthy and avoid risky behavior, build healthy relationships with peers and family, and claim bright futures for themselves.

### **MISSION**

We create and support one-to-one mentoring relationships that ignite the power and promise of youth.

### **VISION**

We believe all youth can achieve their full potential.

### **WHY SHOULD YOU JOIN OUR TEAM?**

Joining Big Brothers Big Sisters of the Lowcountry as a Program Director offers a unique opportunity to make a profound impact on our community’s youth. As the Program Director, you will lead initiatives that foster meaningful mentorship relationships, empowering young individuals to reach their fullest potential. This role not only allows you to lead and shape transformative programs but also to collaborate with dedicated professionals, volunteers, and stakeholders committed to igniting positive change. By leading our programs, you’ll be at the forefront of building stronger, more resilient communities where every child feels supported, valued, and empowered for a brighter future.

### **ARE YOU READY TO TAKE ON THIS EXCITING CHALLENGE? IF THIS DESCRIPTION DESCRIBES YOUR INTEREST AND SKILLS, WE ARE LOOKING FOR YOU!**

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 competence, 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 Program Director is accountable for actively and transparently managing quality staff performance, ensuring child safety, and for managing

external program partnerships. They will exhibit a 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 directly 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.

While managing to excellence they will exemplify BBBSL's core values of being youth centric; fiercely positive and playful with a purpose; being a good 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.

#### **ANOTHER REASON WE ARE A GREAT PLACE TO WORK**

- \$65,000-\$80,000 annual salary dependent on experience
- Tiered bonus potential at 6-, 12-, and 24-month milestones dependent on performance
- Employee PPO coverage including health, dental, and vision
- Up to 3% company match in Simple IRA program
- Generous vacation, sick, and holiday leave package dependent on experience with credit provided for prior service in human service organizations.
- Partial phone reimbursement
- Work-related mileage reimbursement

#### **HERE ARE OUR MUST-HAVES**

- In partnership with the CEO and/or staff, assists in the development and execution of BBBSL's strategic vision, annual and multi-year business plans, new program development projects and priorities. In addition, this role will assist in making short- and long-term key program performance indicators, benchmarks, and timelines.
- Ensures compliance with all BBBS of America and standards of practice (including program delivery, outcomes assessments, risk management, child safety, and quality control policies), BBBSL board-approved policies and procedures, grant/gift requirements, and formal partnership agreements
- Ensures youth/child outcome survey and strength of relationship survey data is used to strengthen program delivery and support to stakeholders
- Uses MatchForce (SalesForce CRM) reporting and dashboards to monitor and inform staff coaching and program management, compliance with standards, continuous quality improvement, training, requirements, and child safety
- Audits data systems (constituent records, training records, etc.) used by program staff to support data accuracy, relationship management, compliance, strategic decision making

- Reviews quarterly quality assurance reports to coach team members and to evaluate staff performance
- Stays abreast of mentoring, youth development, supervisory, and relationship management best practices and, as appropriate, strategically infuses new practices into program delivery
- Manages a diverse, inclusive, skilled, committed, and driven team dedicated to achieving match making and match support goals
- 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
- Cultivates and nurtures strategic relationships with key human service, education, civic group, faith-based, etc. partners to ensure optimum program design, training, parent/guardian involvement, and meaningful referral sources
- Leads volunteer recruitment strategy with support of CEO and staff
- Represents BBBSL passionately and professionally among diverse audiences and at key external and agency-sponsored events

#### **EDUCATION**

- Bachelor's degree in a relevant field required
- Master's degree preferred

#### **EXPERIENCE**

- Three (3)-to-five (5) years of demonstrated success in program management required with 3+ supervisory experience strongly preferred
- Service in youth or human service organizations preferred
- Lived experience consonant with our service population preferred
- Database/CRM experience required with Salesforce experience preferred
- Strong technology skills required (MS Word, Outlook, SharePoint, Excel, PowerPoint, Teams, Zoom, required; Form Assembly, ticketing sites, Canva, social media sites, etc. preferred)
- Strong key performance indicator/reporting experience preferred

**If you read this job ad, and you feel energized by the mission, vision, and responsibilities of this very critical and exciting role, we can't wait to hear from you! Please email your resume to [ssoutherland@innovatehcs.com](mailto:ssoutherland@innovatehcs.com).**

**We look forward to connecting with you very soon!**