Position Title: Director of Programs

Salary: $45-$50K

Overtime Status: Exempt

Department: Program

Location: Madison, WI

Reports To: Chief Executive Officer

Number of People Supervised: Direct 8 – 10 employees

Position Purpose: Ensures match growth and quality through leadership of service delivery functions.

POSITION PURPOSE

This position serves as the chief strategist and supervisor of mentoring services. Partners with CEO to establish strategic direction for the program function and oversees program design and implementation to ensure achievement of annual goals. Ensures collaboration and alignment with other internal departments and advocates for support from community partners. The Director will lead implementation of specific innovation initiatives within the agency’s new strategic plan while ensuring child safety and the ongoing quality of the agency’s evidence-based mentoring programs. The Director must demonstrate exemplary supervision, networking, strategy, and customer service skills. We are looking for a candidate who can lead and develop a growing team of talented service delivery professionals, as well as build upon a steady volunteer recruitment platform.

Job Responsibilities

The following statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.

Essential Duties and Responsibilities

Program Management

- Plans, leads and drives implementation of programs designed to increase and strengthen Big and Little match relationships and youth development. Develops and implements new program initiatives to expand mentoring services or target community issues as directed or needed.
- Account for program performance. Monitors operational effectiveness using work flow and tracking systems (i.e. AIM); gathers accurate information for reports, tracks performance & develops measures to ensure growth, Minimize BBBS risk and meet annual agency program goals.
- Collaborate with CEO and coordinate compliance reporting and related requirements from BBBSA national office as requested.
- Establishes and oversees program segment of agency’s overall budget. Ensures that all systems required to track and report on program functions due to grant requirements are established and maintained as needed.
### Staff Leadership and Development
- Hires, engages, develops, and holds staff accountable to work efficiently and effectively and to achieve individual and team goals while complying with local polices and national standards of practice. Establishes and ensures a system of continuous staff learning, development and succession planning.
- Ensures agency develops and maintains an organized, customer-centric service delivery model, (outreach, customer service, enrollment, and support) reviews and updates as needed.
- Define and motivate Program staff to perform to specific strategies to ensure child safety and improve outcomes for our children.
- Serve as staff liaison with President/CEO for Board Programs and Strategic Planning Committee. Attend meetings and conduct follow-up on meeting activities in a timely manner.
- Serve as a contributing member of the agency's senior management team

### Strategic Initiatives and External Relations
- Operationalize the agency’s strategic plan and analyze workflow capacity of staff.
- Develops and enhances the agency’s outreach efforts to ensure that the agency’s image, mission, values, and advocacy for children and youth are properly communicated to people throughout the service area.
- Develops and maintains positive working relationships with faith- based, community, school and business leaders in the service area to educate them regarding the agency's mission, promote involvement in agency activities, and gain their support of the agency.
- Surfaces “best practices” that can be integrated into nationwide models for replication and investments. May represent agency at regional or national level.
- Works in partnership with management team (CEO and Director of Development) to provide leadership and implement the agency's program goals of increasing both the quality and quantity (overall impact/return on investment) of matches.
- Communicates to CEO and Board of Directors on matters of program effectiveness, youth outcomes and child safety. Establishes and ensures a system for quality assurance and youth protection.

### Partnerships & Volunteer Development
- Collaborate with the Director of Development; facilitate cohesion between mentoring programs and fund development departments to ensure an on-going supply of targeted volunteer candidates and resources to support agency programs. Leads communications across departments and within departments related to service delivery and customer service to enhance program implementation, communicate policy and assure compliance.
- Cultivate strategic partnerships that deliver on our priorities with a focus on recruitment, collaborators and other third parties through effective stewardship and communications.
- Lead planning efforts of program related events, including: Graduation Celebration, Annual Backpack and Picnic Event, and others as identified by management and program team.
- Build strong and productive working relationships with appropriate academic and public officials and agencies that reinforce our expertise of populations in need.
- Support fund development team by writing grant proposals and/or reports.

### Administrative/Operations
- Technology: manage and support technical problems, meet with IT consultant and review reactive and proactive responses to IT needs, add new employees to online systems (AMS, AIM and Google) and create log-in information for local network access.
- Environment: ensure all agency staff supplies needed to successfully complete their work; identify environment needs and work with landlord to ensure they are met.

### Travel Requirements (list as a % of total work time)
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<th>5-10%</th>
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Director of Programs_2016
<table>
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<tr>
<th>Critical Job Specific Competencies</th>
<th>High Performance Indicators</th>
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<tbody>
<tr>
<td>CONTINUOUS QUALITY &amp; PERFORMANCE IMPROVEMENT</td>
<td>Able to encourage team members to share ideas that lead to improvement; minimize barriers to accomplishing the team’s work; hold others accountable for identifying and removing obstacles that negatively affect quality; monitor the group’s process for quality and efficiency issues that become targets for improvement; establish measures / benchmarks to track individual and/or team performance.</td>
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<tr>
<td>DECISIVENESS &amp; JUDGEMENT</td>
<td>Able to consider both the short and long term impact of decisions; plan for how the consequences of decisions affect the team; coach others to make effective decisions; hold others accountable for making sound decisions; make and act on decisions even if they are unpopular. Able to establish resources and/or processes to gather information/data for problem solving or analysis; create an environment that supports cross-functional analysis and problem solving; ensure that organization-level decisions are based on data and sound reasoning.</td>
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<td>DEVELOPS CAPABILITY</td>
<td>Able to proactively coach others to help improve their contribution; provide positive as well as constructive feedback on an ongoing basis; take responsibility for holding regular coaching and development discussions with team members; delegate assignments which provide others learning opportunities; reinforce the value of active learning and highlight its organizational impact for others; seek ideas from others in improving the team’s capabilities; ensure that others are taught key skills.</td>
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<td>FLEXIBILITY &amp; ACHIEVING CHANGE</td>
<td>Able to help others overcome their resistance to change; gain others’ willing participation for change initiatives; help others translate new change goals into practical implementation steps and adapt to change without disruption of productivity; coach others in accomplishing goals in an unstructured environment. Able to pursue and generate innovative ideas that further the group or team’s goals and foster an environment that encourages innovation.</td>
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<tr>
<td>GETS RESULTS</td>
<td>Able to create an environment of accountability for meeting agreed upon expectations; hold others accountable for managing the performance of a group; eliminate barriers to group performance; lead/champion efforts that increase productivity and goal accomplishment throughout the group or team; drive the implementation of systems that reward employees for contributing to group or team goals.</td>
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## STRATEGIC ALIGNMENT

Able to ensure that all systems in the group or department are aligned toward achieving strategic goals; continually communicate and reinforce the highest priority initiatives to keep the group or department focused on the right things; hold others accountable for meeting the needs of the group or department rather than optimizing the performance of only their function; ensure that the group or department has broad strategies and plans that focus on community needs; set and articulate a compelling vision for the group or department. Able to focus team on delivering services in a way that enhances / maximizes performance.

## VALUING DIVERSITY

Able to make diversity/inclusion an integral part of overall long term plan; sponsor/mentor individuals from a variety of backgrounds and perspectives; communicate and enforce a department-wide zero-tolerance policy toward inappropriate, illegal or discriminatory behaviors; hold all managers (including self) accountable for achieving diversity/inclusion goals; make departmental or team changes that enhance workforce diversity. Able to communicate internally and externally that diversity/inclusion is an integral part of how your organization does business.

### KEY RELATIONSHIPS

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<tr>
<th>Provide and/or Receive Routine Information</th>
<th>Work in Partnership with Others to Accomplish Individual Tasks</th>
<th>Educate and Mentor Others</th>
<th>Persuade and Influence Others &amp; Outcomes in Complex Situations</th>
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<tbody>
<tr>
<td>Internal Relationships</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>External Relationships</td>
<td>X</td>
<td>X</td>
<td>X</td>
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### EDUCATION & RELATED WORK EXPERIENCE

- **Education Level:**
  - (minimum & preferred educational requirements necessary to perform this job successfully)
  - Master’s degree in Social Work or a related field is required.
- **Years of Related Work Experience:**
  - (minimum & preferred related work experience necessary perform this job successfully)
  - 3 – 5 years (sm. Agencies) / 5-7 (large agencies) years of related work experience required with progressive management responsibilities preferably at the senior management level. Experience in youth development field, a plus.
WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Minimal physical requirements to include walking, standing, sitting at work station; normal office environment.

APPLICATION INSTRUCTIONS
Please email your cover letter and resume to Sandy Morales at smorales@bbbsmadison.org by Friday October 14, 2016

Acknowledgements

Supervisor: I have approved this job description and reviewed with my employee.

Signature: ___________________________ Date: ___________________________

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature: ___________________________ Date: ___________________________

Human Resources Approval:

Signature: ___________________________ Date: ___________________________

Equal Employment Opportunity

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

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.