



## **Big Brothers Big Sisters of Metro Milwaukee, Inc. Position Description**

Position Title:	<b>Director of Educational Outcomes</b>
Reports To:	VP of Programs
Department:	Program
FLSA Category:	Exempt
Date Approved:	November 2017

### **POSITION SUMMARY**

The Director of Educational Outcomes (DEO) has overall responsibility for the School-based and post-secondary success efforts of Big Brothers Big Sisters of Milwaukee (BBBS), and serves as the champion for educational outcomes for the agency. The DEO is responsible for leading high-performing teams of staff aligned with BBBS' School-based and mentor2.0 programs, which serve nearly half of the agency's total participants annually, to achieve annual agency goals including total children served and priority youth outcomes.

The DEO reports to the Vice President of Programs, and works with the Director of Recruitment & Enrollment, and the Director of Match Support & Youth Outcomes to coordinate efforts, effectively communicate priorities, and consistently deliver excellent customer service to children, families, volunteers, and partners.

The DEO is an integral contributor to the overall success of Big Brothers Big Sisters of Metro Milwaukee, an award-winning agency recognized by Big Brothers Big Sisters of America. The DEO carries out their duties on several levels, including providing overall program leadership, day-to-day operational program management, and individual direct staff coaching/supervision.

### **QUALIFICATIONS**

#### **Education**

- Bachelor's degree required; master's degree preferred. A specialization in youth development, social services, and/or education preferred.

#### **Experience**

- Minimum of five years of experience in a youth-development, social service, or education environment with a history of progressive management responsibility and a record of success.
- Experience leading high-performing and high-morale teams, including: hiring, motivating, and evaluating team members.
- A solid track record of designing and implementing innovative programming that engages target audiences and effectively addresses community needs.
- Experience using metrics to measure progress toward goals, including demonstrated ability to extract data, analyze it, and translate it into a strategic action plan.
- Proven success establishing standards of excellence in service delivery and motivating a team of employees to reach those standards.
- Proven success developing relationships and motivating a variety of people from high school students, to school/university administrators, agency representatives to working professional volunteers.

#### **Competencies and Skills**

- Strong managerial skills with proven ability to lead a team to success, including garnering employee engagement, enforcing staff accountability, and effectively managing change.
- Ability to create and convey an educational programmatic vision that motivates and aligns with overall organizational strategic goals.
- Results oriented: Ability to create an environment of accountability and urgency that motivates team members to meet individual goals and reflect agency standards.
- Critical thinking and strategic decision making capabilities: ability to compile and analyze data to make informed decisions that weigh costs, benefits, and probable outcomes.
- Ability to work effectively with colleagues, promoting cross-functional analysis and problem solving.
- Advanced computer literacy skills required; high level of comfort using new technology platforms.



- Outstanding organizational and time management skills to complete a high volume of varied responsibilities in a fast-paced setting with excellent attention to detail.
- Views differences between individuals (race, gender, age, cultural heritage, physical ability, education and lifestyle) as an asset and demonstrates an appreciation of the diversity within BBBS.

## **RESPONSIBILITIES**

### **Program Leadership**

- Create and implement a comprehensive strategic plan for School-based and mentor2.0 mentoring programs that upholds Big Brother Big Sister of Metro Milwaukee's tradition of high standards and produces positive youth outcomes in the areas of: academic achievement, college and career readiness, improved social and emotional relationships, and the avoidance of risky behavior.
- Sustain a program structure that maximizes team efficiency and capacity to provide high-level program services to the maximum number of children at the optimal number of locations.
- Collaborate with the various teams throughout the organization, including Community-based mentoring, Recruitment & Enrollment, and Fund Development, as well as other members of the agency to achieve agency goals.
- Build and maintain strong relationships with important program partners, including: colleges and universities, public and charter schools, social service agencies, civic institutions, and corporations; create two-way partnerships with shared ownership of outcomes and clear expectations of deliverables from both sides.
- Accept accountability for programmatic success in achieving positive results regarding child safety and youth outcomes; regularly communicate school-based mentoring outcomes and metrics to BBBS staff, parents, teachers and administrators in written communication and/or presentations.
- Advocate and support the development of new School-based mentoring and post-secondary success programming that strengthens youth outcomes and increases the agency's ability to serve as many Milwaukee youth as possible with high quality, life changing programming.

### **Management and Operational Assurance**

- Provide day-to-day guidance to the School-based and mentor2.0 teams to successfully achieve established goals in the areas of recruitment, enrollment, match support, match retention, and positive outcomes.
- Clearly communicate goals and expectations, and provide on-going support, to ensure teams are meeting organizational goals; engage in a continuous process of data analysis to monitor and measure productivity and progress toward goals; involve teams in discussions that result in strategic shifts in program direction to assure goals are met.
- Oversee service delivery processes; ensure program compliance with Big Brothers Big Sisters of America program standards and Big Brothers Big Sisters of Metro Milwaukee policies and procedures.
- Coordinate programming across systems, partners, and technological platforms to ensure smooth operations. Offer innovations that increase efficiency and effectiveness, and drive toward excellence in program delivery.
- Lead the planning and implementation of programming across the program delivery cycle. Oversee recruitment and enrollment periods at the start of each school semester, including defining staff roles and responsibilities, creating effective timelines, and maximizing recruitment opportunities. Assure volunteer orientation and on-going volunteer training to assure quality matches and enhance the volunteer mentor experience. Support curriculum development and program implementation at school sites and partner locations.
- Collaborate with the Program Leadership team, under the guidance of the Vice President of Programs, to develop strategic plans for the Department that aligns with the overall agency strategic plan. Translate the strategic framework into annual operating plans and individual staff goals, and manage these toward success.
- Coordinate appropriate record-keeping, administrative monitoring and program reporting to assure BBBSA Standards, grant deliverables, and deadlines are met.
- Develop input for the School-based and mentor2.0 program budgets; monitor and manage the expenditures to assure spending remains within bounds.



### **Staff Oversight and Supervision**

- Directly supervise m2.0 & School-based Program staff (approximately 6 – 8 FTE's) including hiring, on-boarding, and providing regular performance evaluation. Track team and individual progress to goals using key indicators and other data analysis; coach and counsel individual team members to success. Provide audits to assure quality match support.
- Ensure all full and part-time staff (Coordinators, Match Support Specialists, and Site Monitors) are supported with adequate resources, clear roles/responsibilities, and supportive coaching to deliver high-quality, high-impact support to participants.
- Serve as an exemplary middle manager who provides direction, delegation, and coaching, while at the same time can work alongside program staff when needed to achieve outcomes and meet goals.
- Provide oversight to enhance quality assurance, strengthen customer service, and guarantee youth safety.

### **Management & Leadership**

- This is an exempt position requiring a minimum of 40 hours per week, including some nights and weekends. Must be available to support mentor2.0 events (currently Tuesday evenings during the school year) and seasonal volunteer training on Saturdays.
- As a manager you may be attending a variety of community outreach events and meetings as deemed necessary. Outreach may include, but not be limited to; United Way, Milwaukee Succeeds, Community Advocates and Big Brothers Big Sisters of America.
- All BBBSA training required for this position must be completed successfully.

Other tasks may be assigned, based on business needs and the department supervisor's request or the CEO.

### **Agency Requirements**

[See Agency Requirements Addendum](#)