



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

Position Title:	Director of Educational Programs
Reports To:	Vice President of Community Engagement
Department:	Program
FLSA Category:	Exempt
Date Approved:	September 2022

POSITION SUMMARY

The Director of Educational Programs (DOEP) has overall responsibility for Big Brothers Big Sisters of Metro Milwaukee's site-based mentoring, which include School-based (elementary and middle schools), mentor2.0 (high school) and MentorYOU (social emotional group facilitated) programs and serves as the champion for educational outcomes for the agency. The DOEP is responsible for leading high-performing teams of staff (approximately 6 -8 FTE and 4-6 PTE) aligned with growth, innovation and over half of our agency's total participants annually, to achieve annual agency goals including total children served and priority youth outcomes.

The DOEP reports to the Vice President of Community Engagement and works closely with the Senior Director of Program Services to coordinate efforts, effectively communicate priorities, and consistently deliver excellent customer service to children, families, volunteers, recruitment partners and site contacts.

The DOEP 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 DOEP 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.
- Developed and effective communication skills, both verbal and written. Ability to adapt messaging for the audience: staff, volunteers, families, youth and partnerships. Consistent and repetitive, informative and active listener. Must understand priorities and be the voice of the Education team for the agency.
- 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; excel, data analysis and a 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 an annual comprehensive operational plan for site based mentoring programs including School-based, mentor2.0 and MentorYOU that upholds high standards, produces positive youth outcomes in educational success (including college and career readiness), avoidance of risky behavior and social/emotional development.
- 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; keep MOU's up to date as well as regular communication and consistent end of the school year evaluation and beginning of the school year planning.
- 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 mentoring programming opportunities that strengthen youth outcomes, address school and community needs and increases the agency's ability to serve more youth and lead to life changing relationships for the youth, volunteers, families and sites.

Management and Operational Assurance

- Provide day-to-day guidance to the School-based, mentor2.0, and MentorYOU teams to successfully achieve established goals in the areas of recruitment, enrollment, match support, match retention, and positive youth outcomes.
- Clearly communicate strategies, annual plans and feedback to provide on-going support, to ensure teams are meeting organizational goals, engage in continuous improvement and analysis to measure productivity, key metrics and outcomes. Involve team in goal setting, strategic implementation and program direction. Include Parent Engagement, School partnership development and volunteer recognition and appreciation into the annual plans.
- Oversee service delivery processes, ensure program quality assurance, compliance and child safety as a number one priority. Follow BBBSA program standards and BBBSMM 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 Community Engagement 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.
- Provide input for the site-based program budgets, monitor and manage expenditures to assure spending remains within annual budget.

Staff Oversight and Supervision

- Directly supervise School-based, mentor2.0 and MentorYOU program staff (approximately 6 FTE's and 6 PTE's) including hiring, onboarding, motivating and providing regular feedback and performance evaluation. Track team and individual progress, determine SMART and metric goals, coach and counsel individual success. Complete formal quarterly updates and annual review.
- 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 and share monthly audits to assure quality enrollment and match support to comply with national requirements and agency focuses.

Management & Leadership

- This is an exempt position requiring a minimum of 40 hours per week. Must be available to support program events in the evenings and occasional weekends, including 2-4 evenings per month for mentor2.0, annual Back to School event, Parent Engagement events and others as deemed necessary.
- Serve as a member of the agency's leadership team by providing direction, delegation, coaching and problem solving with program staff to achieve outcomes and meet goals.
- Attend on behalf of our agency various community outreach events and meetings as deemed necessary. Outreach may include, but not limited to, United Way, Milwaukee Succeeds, Community Advocates, MENTOR Greater Milwaukee, specific school related events and Big Brothers Big Sisters trainings, statewide and national conferences.
- Develop consistent research and engagement with the BBBSA network as well as other youth serving non-profits. Implement best practices and trainings to improve the site-based programs.

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

Agency Requirements

Physical Demands

The physical demands at BBBS are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Performing the essential responsibilities of this job, the employee is regularly required to sit, operate computers and other office equipment, complete filing tasks and use written and oral communication skills. The employee may be required to transport or move up to 20 pounds.

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. BBBS operates under an Affirmative Action Policy.

Travel

The employee must have a valid driver's license and the ability to travel within the community we serve throughout the workday with full time access to an automobile and automobile insurance in the amount required by the state of Wisconsin.

Work Expectations

Employee must be able to view differences between individuals (race, gender, age, cultural heritage, physical ability, education and lifestyle) as an asset and demonstrate an appreciation of the diversity within Big Brothers Big Sisters and the youth served by the agency.

Maintain professional development, as time and budget permits, through staff development courses, professional organizations, seminars, and reading of professional literature. Utilize BBBSA network to access and research best practices.

Each year the agency holds events that typically fall after normal office hours. These events may be mandatory for all staff. For scheduling purposes you will be notified of the dates as early as possible. These events may include but are not limited to the following:

Bowl for Kid's Sake; late winter-early spring
Big Gala; early November
Golf Classic; early August