



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

Position Title:	Director of Program Services
Reports To:	Vice President of Program Services
Department:	Program
FLSA Category:	Exempt
Date Approved:	March 2023

POSITION SUMMARY

The **Director of Program Services** (DPS) manages Community-based and School-based enrollment and match functions to ensure child safety and long, strong mentoring matches. This position maintains procedures to ensure smooth, efficient, timely, and positive transitions through the Service Delivery Model and is the leader responsible for the quality growth and development of all Community-based and School-based Mentoring Programs and staff.

This position works closely with, and directly reports to, the Vice President of Program Services (VPPS). The DPS is responsible for leading high-performing teams of staff (approximately 9 FTE's) aligned with sustainable growth, innovation, and positive youth outcomes. As a part of the management team, the DSP strategically coordinates team efforts, effectively communicates priorities, and consistently delivers excellent customer service to children, families, volunteers, recruitment partners, stakeholders, and school partners. This position is responsible for partnership development and management of school relationships. The DPS combines a "hands-on" approach to day-to-day operational program management, and strong leadership skills to individually guide, supervise, and inspire their program teams.

QUALIFICATIONS

Education

- Bachelor's degree required; master's degree preferred. A specialization in youth development, social services, human services, or related field preferred.

Experience

- Proven manager with a minimum of five years of management and/or supervisory experience.
- Experience in a youth-development, social service, and/or education environment.
- Knowledge and experience related to ensuring child safety is required.
- Experience leading high-performing and high-morale teams; including hiring, training, motivating, and evaluating team members.
- Experience with populations in multi-cultural and varied socio-economic communities.
- Demonstrated enthusiasm and the capability to lead through change and growth.
- Experience using metrics to measure progress toward goals; including demonstrated ability to extract data, analyze it, and translate it into a strategic action plan.

Competencies and Skills

- Excellent verbal and written communication skills reflecting ability to communicate effectively with staff, peers, other management, and external partners.
- Strong managerial skills with proven ability to lead a team to success, including garnering employee engagement, enforcing staff accountability, and effectively managing change.
- Positive attitude, mission-driven, self-directed, and committed to working collaboratively.
- Ability to review, analyze and report on data, drawing conclusions which increase quality and continuous improvement.
- Outstanding organizational and time management skills to complete a high volume of varied responsibilities in a fast-paced setting with excellent attention to detail.
- Ability to maintain confidentiality throughout daily operations and communications.
- High level of proficiency in Microsoft Office; including Word, Outlook and Excel; comfortable learning new programs and willing to embrace our need to incorporate technology.

Responsibilities

Program Management

- Ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function and compliance with national BBBSA Standards for Program Delivery.
- Provide oversight for quality assurance and quality control of background check and screening processes. Identify child safety issues for volunteers, children, and their families. Serve as the final authorization on final approval, documentation, and quality assurance in accordance with agency policies and national Standards.
- Ensure all required documentation is completed in Matchforce in a timely manner for the enrollment and match support functions according to BBBSA and agency standards.
- Continuously evaluate agency enrollment process and procedures for quality enhancement opportunities to ensure efficient and effective procedures that build safe, long and strong match relationships.
- Re-evaluate and ensure volunteer orientation and ongoing volunteer trainings align with national standards, assure quality matches, and enhance the volunteer mentor experience.

Program Development and Oversight

- Create and implement annual operating plans for Community-based and School-based programming that aligns with the agency's strategic plan, upholds high standards, produces positive youth outcomes in educational success, avoidance of risky behaviors, and social/emotional development.
- Involve teams in goal setting, strategic planning, and program implementation.
- Sustain a program structure that maximizes team efficiency and capacity and provide high-level program services to meet annual goals and metrics including match retention rates, survey compliance, match support completion compliance, and any other grant related requirements.
- Manage program data and metrics reporting to ensure national Standards, grant deliverables, and deadlines are met.
- Oversee curriculum development and program implementation at school partner locations in School-based programming.
- Build and maintain strong relationships with schools to create two-way partnerships with shared ownership of outcomes and clear expectations of deliverables from both sides. Keep partnership MOU's current and complete annual school evaluations and planning.
- Research and outreach with the national network as well as other youth serving organizations to learn best practices and innovative programming. Advocate and support new program opportunities that strengthen youth outcomes, address school and community needs, and increases the agency's ability to serve more youth.

Management and Leadership

- Supervise the Community-based and School-based teams including hiring, training and development, and ongoing performance evaluation. Conduct annual performance reviews for staff including individual quarterly updates. Establish SMART goals that align with agency, program, and individual goals.
- Participate on the management team bringing expertise, ideas, innovation, concerns, and solutions to the table.
- Ensure all staff are supported with adequate resources, clear roles/responsibilities, and supportive coaching to deliver high-quality, high-impact support to participants.
- Demonstrate support, appreciation, and motivation to the Community-based and School-based teams to successfully achieve established goals in the areas of recruitment, enrollment, match support, match retention, and positive youth outcomes.
- Share regular Quality Assurance Audit feedback with staff to assure staff are in compliance with national standards.
- Develop multiple strategies to adapt "Plan A" with a solid "Plan B" to move quickly through transitions and unforeseen changes in strategic direction.



- BBBS representative attending various community outreach events and meetings as deemed necessary. Outreach may include, but is not limited to, United Way, Community Advocates, MENTOR Greater Milwaukee, specific school related events, as well as Big Brothers Big Sisters trainings, statewide and/or national conferences.

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 as deemed necessary. 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 nights and weekends 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 JEDI 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; January – May
- BIG Gala; early November
- Golf Classic; early August

As an employee of the Big Brothers Big Sisters Team, you may be required to attend other agency related activities, meetings and events as deemed necessary.

The above statements reflect the essential responsibilities and competencies considered necessary to achieve BBBS's Agency goals. Other tasks may be assigned, based on agency needs at the request of the department's supervisor.