

Position Title: DIRECTOR OF PROGRAMS

Position Type: Full-time, exempt

Location: Evansville, Indiana

Reports to: Executive Director

Direct Reports: All Program Staff

Agency Summary: The mission of Big Brothers Big Sisters is to provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever. Our core values are commitment, meaningful relationship, and impact.

Position Summary: The Director of Programs is responsible for execution of one-to-one mentoring programs, its performance, and improvement in accordance with network best practices, Big Brothers Big Sisters of America (BBBSA) Program Standards of Practice, and Service Delivery Model to achieve child safety and positive outcomes for local youth. The position leads both local and satellite program staff.

Main Job Duties:

- Set goals & objectives for each direct report and coach for efficiency, quality, and priority alignment
- Implement best practices and creative solutions for quality delivery of mentoring programs
- Manage program staff performance, workload, and workflow through program database (Matchforce)
- Conduct quality assurance evaluations for staff work product
- Coach staff on difficult situations and communicate with community partners, guardians, children, and volunteers on elevated issues
- Ensure accurate and on-time outcomes measurement and evaluation
- Provide clear, timely, and relevant communication of program status, initiatives, and gaps to Executive Director and Board of Directors
- Execute new mentoring programs and build partnerships with local schools and communities

Accountable for:

- Staff engagement and individual performance on goals and objectives
- Compliance with BBBSA Program Standards of Practice and Service Delivery Model
- Program metrics: match support, match retention, processing times, outcome measurement compliance, and quality assurance ratings
- Engagement of volunteers and guardians as demonstrated by responsiveness and event participation
- Quality partnership with schools and community partners

Minimum Requirements:

- Bachelor's Degree
- Reliable transportation with valid driver's license; up to 25% travel within seven county area
- Able to work flexible hours and occasional evenings/weekends to meet agency and client needs
- Must pass criminal history background check and pre-employment drug screening
- Experience in a youth-serving field working with guardians and volunteers highly preferred

To apply: Send cover letter and one-page resume to Dana Wilson at employment@mentoringkids.org. Cover letter should include summary of management experience, three words that your friends and colleagues use to describe your personality, and your three strongest competencies.
(www.nielsonsgroup.com/articles/list_of_competencies.pdf)

Equal Employment Opportunity

Big Brothers Big Sisters 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.

Job Responsibilities

The above 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. The organization may change the specific job duties with or without prior notice based on the needs of the organization.