

Program Manager, Big Future Department

JOB TITLE: Program Manager, Big Futures Department

DESCRIPTION

Big Futures guides youth toward a successful transition into adulthood that includes becoming employed, enrolled, or enlisted. Big Futures Match Support Specialist's (case managers) provide matches with specific, individualized opportunities and resources to focus on the Little's success in high school and beyond (up to age 22) to make a successful transition into self-sufficiency (i.e. college, career or military). Our 21st Century Community Learning Center Program (21st CCLC) focused on College & Career Readiness, will expand on that guidance with regular events and activities that help youth explore the vast opportunities that are available to them.

The 21st CCLC, during the school year will run Monday through Thursday from 4:00pm until 7:30pm. The program will run in the summer months from 11:00am – 3:00 pm. This program will have a dedicated space exclusively to tutoring, homework help, and study skills. Staff then assist the students in prioritizing their time at the center for the week. When students do not need tutoring and/or homework help, they will be offered a variety of rotating enrichment opportunities.

QUALIFICATIONS

1. Knowledge of social work philosophy, principles and methods, and an ability to use this knowledge positively in casework practice
2. Understanding of community resources
3. Ability to analyze behavior significance, formulate a plan of action and write evaluative social histories, progress notes and reports
4. Experience with computer programs including Microsoft Word and Excel
5. Must be able to work evenings and weekends
6. Valid Indiana Drivers License and proof of insurance
7. Professional attitude and manner
8. Ability to relate well to adults and teenagers
9. Verbal and written communication skills
10. Emotional maturity, good judgment, integrity, flexibility, resourcefulness, and enthusiasm
11. Commitment to the mission of Big Brothers Big Sisters
12. Ability to manage 6+ staff
13. Must be motivated and a self-starter.

EDUCATION

A minimum of a Bachelor's degree preferably in a behavioral science field or related field or related experience

POSITION RESPONSIBILITIES

1. To manage the Big Futures Department and 21st Century Community Learning Center Program (21st CCLC).
2. To involve the Program Director as necessary in all programming matters.
3. To work with the Program Director to coordinate all budgeting, staffing and grant restrictions with the agency.
4. To administer any current grant requirements and report required information
5. To ensure the appropriate use of the Matchforce database by program staff.

6. To be responsible for maintaining compliance as it relates to national performance and quality
7. To ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function
8. To develop strategic interventions to identify and strengthen match relationships which require extra support to continue to grow
9. To supervise, implement and promote match activities to support ongoing volunteer involvement through individualized recognition, annual events, and reengagement strategies
10. To establish, monitor and meet goals for a successful transition into adulthood that includes becoming employed, enrolled, or enlisted, and the continuation of a successful match.
11. Develop, Design, Implement, and manage the 21st CCLC per the guidelines.
12. To hold staff accountable to deadlines and goals as well as develop and implement corrective action plans when necessary
13. Coordinate onboarding and training of new staff
14. To share with development and/or marketing staff potential partnership relationships as discovered through volunteers and parents' employers and affiliations
15. To perform 60/90 day and year-end reviews on all staff.
16. To participate in hiring decisions regarding departments Program Staff
17. To assist with administering surveys, gather and analyze results and develop a strategy to implement necessary changes in processes based on results
18. To attend trainings to further knowledge about department as directed
19. To assist the Chief Development Officer in appropriate special events and fundraising activities.
20. To meet with staff on a regular basis to discuss casework management and any concerns that may negatively impact a match
21. To assess individual training needs, information and support needs for each match participant to assure a positive development experience for the child, and successful and satisfying experience for the volunteer
22. To develop strategic interventions to identify and strengthen match relationships which require extra support to continue to grow
23. To perform other duties as required by agency management

SUPERVISION

1. Reports to the Program Director
2. 90 Day Review and Annual Reviews