

## **Program Manager, Step Up Teen Programs**

### **Position Summary**

Under the Managing Director's supervision, the Program Manager will oversee overall operations of Step Up's after-school and Saturday enrichment programs serving approximately 150 high school-aged girls in Los Angeles. The Program Manager will split time between the Step Up office in downtown Los Angeles and in the field at Step Up's select partner high-schools (Gertz-Ressler High School, Los Angeles Leadership Academy and Environmental Science & Technology High School) which all serve a low-income population of students. The Program Manager is accountable to ensure that all programs are implemented based upon Step Up's vision, policies, and curriculum. Program areas include: confidence-building performing and visual arts, college preparation, and career development. A summary of responsibilities include:

### **Program Administration and Operations**

- Manage the successful development and implementation of all confidence building and college and career preparation programs
- Hire and supervise instructors for all after-school programs
- Maintain a high-level of student attendance and retention according to Step Up's strategic plan
- Ensure that each program has the requisite supplies while adhering to program budgets (may necessitate outreaching for donated or discounted items)
- Maintain quality records of student attendance, and contribute to national Teen Programs evaluative database including updating statistics, case studies, and the like
- Communicate with program instructors, school staff and/or student social workers/counselors, about any important behavioral or environmental issues affecting any program

### **Program Evaluation**

- Participate in 2010 program review and evaluation project with Deloitte consultants
- Administer program surveys to participants
- Monitor metrics for evaluation of each program
- Collaborate with school staff to collect report cards, diplomas, and relevant test scores
- Participate in national staff meetings and conference calls for discussing strategies, best practices, and evaluation tools
- Compile case studies of students
- Conduct regular youth development research and follow local and national news and trends in youth development and after-school programming

### **Staff Training and Development**

- Manage a team of instructors, interns and a part-time Program Coordinator
- Organize staff meetings, trainings, and reporting systems for all direct reports
- Conduct mid-point and end-of-year evaluations of instructors and Program Coordinator
- Manage instructor timesheets, expenses reports, and bonuses

### **Student Relationship Management**

- Manage recruitment and retention of program participants
- Manage a strong relationship with each program participant throughout their high-school career
- Manage a portfolio for each program participant including keeping a college plan for each student
- Support parental involvement efforts such as parent meetings and phone calls

### **External Relationship Management**

- Manage strategic relationships and ensure positive identity of organization's brand with key stakeholders, including organization's members, corporate sponsors, board of directors, foundation staff, school partner staff, teen participants, parents, community based partner organizations, and college admissions staff
- Facilitate quarterly meetings and compile year-end reports with partner school liaisons
- Collaborate with partner school staff in scheduling Step Up programs and special events as well as participating in appropriate school orientations, meetings or events for purposes of educating and promoting Step Up programs
- Build relationships with college admissions officers and scholarship organization representatives for student benefit and advancement
- Collaborate with Managing Director on fundraising initiatives and stewardship with individual donors, foundations, and corporate sponsors.

### **Volunteer Management**

- Recruit and manage volunteers participating in afterschool programs and special mentorship opportunities
- Recruit for and manage the Teen Programs Committee
- Facilitate volunteer trainings as needed for teen programs and events

### **Member Events/Communications**

- Attend Step Up member events to promote volunteerism among Step Up members
- Arrange attendance for Step Up teens at appropriate member events and facilitate activities to engage women and girls for meaningful interactions
- Plan and execute showcase events highlighting teen program accomplishments for Step Up members, guests, Step Up girls and their family members
- Incorporate creative ways to keep Teen Programming an essential part of member events, even where teens are not present
- Draft marketing materials to engage members in teen programs and events

### **Qualifications**

Candidates must have an undergraduate degree, 2 years of work experience in youth development work, and be passionate about working in the non-profit industry. Specifically, the successful candidate will meet the following criteria:

- **Education:** BA in related field, MPA or M.Ed preferred
- **Work Experience:** Minimum 2 years directing youth program of over 50 students or comparable experience working with youth in ethnically diverse and underserved communities
- Ability to build rapport with high school students. Passion women's social issues and interest in providing quality educational and enriching experiences to girls.
- Ability to work well with multiple constituencies (staff, sponsors/donors, member leaders and volunteers, board members, school administrators, parents, teens, underserved communities)
- Ability to multi-task in a fast paced environment
- High level of organization and professionalism
- Creativity in proposing new ideas and programs
- Attention to detail and ability to deliver quality, professional work
- Excellent written and verbal communication skills and interpersonal skills. Teaching or public speaking experience/training is preferred.
- Strong organizational skills. Experience in management of programs and people is preferred.

**Start Date and Salary**

Position to start July 2010. Salaried position that includes health insurance and generous vacation benefits.

**To Apply**

Send cover letter and resume to Veronica Nilchavee, Executive Assistant, at [veronica@suwn.org](mailto:veronica@suwn.org)

As an addendum to your cover letter, please provide answers to the following. Only applicants who provide answers to these questions will be considered for the position.

1. Assume you are running a program that is staffed and budgeted to serve 25-30 girls. Over the first 4 of 12 weeks of the program, attendance has decreased from 25 girls to only 10. What would you do to turn the program around?
2. Assume you are at a Step Up social event, how might you engage women to participate in Step Up's volunteer opportunities benefiting the teen girls such as attending after school programs, signing up for mentorship opportunities, or participating in the Teen Programs Committee?

No phone calls please. Step Up will contact all candidates that we wish to interview.



Dynamic leadership abilities. Self-starter and fast-learner who does not require heavy supervision and copes well with change.

Ability to travel to multiple sites throughout Chicago; car preferred for transporting program participants when needed and transporting program supplies

Strong interest in fundraising or non-profit management

Technologically savvy

Proficiency in Microsoft Office programs and the Internet

Bilingual English/Spanish is preferred

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