



Job Description

POSITION TITLE: Program Manager – Program Delivery
REPORTS TO: Program Director
STATUS: Full-Time, Exempt, Regular
POSITIONS SUPERVISED: AmeriCorps Members, Volunteers

PURPOSE: Leads a diverse and dynamic program staff team, including AmeriCorps Members, to achieve strategic goals through supervision including hiring, training, coaching, and support. Works collaboratively with fellow program staff to ensure the delivery of high-quality youth development programming in partnership with schools and other community agencies. Responsibilities include recruiting, training, serving, and retaining youth, families, volunteers, staff, and AmeriCorps members; conducting and evaluating direct-service program delivery through in and out-of-school time clubs, events, and other program opportunities such as camping and outdoor experiences, field trips, and school break day camps. Utilize personal sparks, creativity, and networks to offer suggestions for and develop new programs. Represents Camp Fire Green Country (CFGC) as a member of the management team to all stakeholders including the Board of Directors, community partners, and funders.

ESSENTIAL FUNCTIONS:

- Lead a program delivery team to implement in- and out-of-school time Camp Fire programs for youth in kindergarten through 12th grade ensuring high-quality through training, support, and coaching
- Develop and coordinate age-appropriate curricula designed with targeted outcome achievement goals
- Oversee program delivery unit in the development and implementation of work plans with accountability measures; monitor progress toward meeting organizational and departmental goals; recognize and celebrate achievements
- Continuously evaluate program quality through collaboration with fellow program staff to complete data collection and integration of the Youth Program Quality Intervention process, youth outcome measurements, AmeriCorps program evaluation, direct observation, and stakeholder feedback
- Ensure delivery of National program initiatives such as Absolutely Incredible Kid Day, National Art Experience, Valentines for Vets, etc.
- Uphold organizational commitment to diversity and inclusion, supervising special initiative programs designed for underserved populations such as Latinx families, LGBTQ+ youth, and other at-risk children
- Maintain and support relationships with community and program partners, program director, program team members, and other CFGC staff to provide collaborative affiliations which benefit CFGC youth with club locations, broader adult engagement, support for council events, and other special activities
- Support the design, delivery, and coordination of trainings for all program and council staff in the areas of youth development, program and curricula specifics, leadership, and group management, as well as evaluation, documentation, and organization of members
- Promote professionalism and a philosophy of strong customer satisfaction among program delivery team; ensure that program partners, volunteers, and other recipients of service have opportunities for participation in program decision-making; foster sensitivity to needs of all stakeholders; model flexibility in dealing with individuals
- Participate in recruitment, interviewing, screening, and hiring of a program delivery team as AmeriCorps Members
- Develop expertise in the *Thrive Theory of Change*, and other research-based positive youth development approaches
- Train and lead program delivery team to offer a broad assortment of topical programming to youth with all interests including: camping and outdoor education, STEM, performing and creative arts, relationship building and communication, career exploration, etc.
- Participate in national, regional, and local professional development opportunities related to youth development, family strengthening, and camp/outdoor related programming
- Perform other tasks as assigned

DESIRED QUALIFICATIONS:

- Established success in creation, delivery, and coordination of youth development programming and adult training
- Experience recruiting, managing, supervising, and working with employees and volunteers
- Proficiency with project management, execution, and tracking
- Demonstrated competence interacting with diverse groups of youth
- Exhibited ability to communicate effectively in writing and speaking; high degree of comfort with public speaking
- Able to be held accountable for meeting high performance goals; willing to be cross-trained in other program delivery aspects
- Possess constructive conflict resolution skills and appropriate crisis management abilities
- Solid foundation with evaluation and outcome measurement concepts
- Ability to motivate and support others.
- Knowledge of local youth development systems, community services, nonprofit operations, and general culture of northeastern Oklahoma
- Able to drive 15 passenger van
- Computer proficiency including Microsoft Office Suite
- Personal characteristics – self-motivated; well organized; willingness to try new ideas and methods; demonstrated flexibility; ability to remain calm and courteous under stress; enjoys challenge and change; able to balance and prioritize multiple tasks and duties; resilient; dependable and punctual; uses personal initiative and acts pro-actively in the best interest of the council.
- AmeriCorps experience a plus
- Bilingual (Spanish/English) a plus

REQUIREMENTS:

- Committed to working as part of a diverse and inclusive team
- Bachelor's degree in relevant discipline, such as: human service field, social sciences, education or youth-related field of study OR equivalent minimum of at least two years relevant work experience in youth development, education and/or developing, managing, and evaluating youth development programming
- Ability to work in excess of 40 hours per week, some evenings & weekends; available for occasional overnight travel
- Able to carry and move objects weighing up to 40 pounds; able to reach, stoop, climb, kneel, and move freely in such locations as outdoor camping sites and storage areas
- Reliable transportation to get self to and from primary office, meetings, and program delivery sites
- Able to meet Council employment requirements including acceptable outcomes on background and reference checks, personal auto insurance verification and acceptance by Council auto insurance