



POSITION DESCRIPTION

TITLE: Program Manager

REPORTS TO: Unit Director at the Club location
FLSA: Exempt Non-Exempt
WAGE RANGE: Based on experience, min. \$16-\$17
EMPLOYMENT TYPE: Full-time Part-time
 Regular Temporary

Job Summary:

A Boys & Girls Clubs of Harrisonburg and Rockingham (BGCHR) Program Manager engages Club youth in creative, fun, educational programming. The Program Manager takes a lead role in creation, participation, management and evaluation of service and program delivery, quality, and content. The Manager reports to the Unit and/or Assistant Unit Directors and represents the supervisors in their absence from the Club.

The main duty of the Program Manager is to focus their time on youth programming. Program planning, creation and implementation will rely heavily on programs approved by Boys & Girls Club of America with accompanying curriculums, lesson plans, and instruction that foster youth development. Program evaluation is a key element in the success of our Clubs, and therefore is a key capability for this position.

Essential Job Responsibilities:

1. Education and Training: Creates, plans, implements, and assists with evaluation of programs aimed at school-age youth that are enriching, creative, well-balanced, comprehensive, developmentally appropriate and fun. Provides leadership for implementation of program curriculums, lesson plans, and instruction that foster youth development in alignment with Boys & Girls Clubs core areas, and ensures programs run smoothly. May assist with this at more than one Club.
2. Customer and Personal Service: Serve Club members, parents and other staff using professional behavior at all times and "service with a smile." Serves as a role model and mentor to members, making a positive impression on the life of each member by leading, supporting, and coaching them to develop their self-esteem and strengthen their academic, physical, and interpersonal skills.

3. **Administration and Management:** Keeps accurate records of members' attendance and participation. Keeps files up to date, as required for licensure. Organizes, orders, and/or purchases necessary supplies and/or equipment for programs/activities at the Club. Assists with the snack order and inventory, meal preparation and preparedness (allergy and safety awareness), count and serving, according to USDA standards.
4. **Communication:** Must be able to use clear concise words, grammar and tools to properly communicate services to our families, staff, volunteers and the public. Fluency in a language other than English, particularly Spanish, is encouraged but not required. Communicates effectively with parents, concerning activities/programs, schedule changes, participant's behavior and needs, member's progress, etc.; informs and encourages members, parents and volunteers to actively participate in Club events.
5. **Club Safety and Security:** Reinforces a program setting that insures the health and safety of Club members by observing necessary precautions and following all BGCHR rules and policies and licensing standards. Insures areas are cleaned and sanitized after use, and inspects assigned facilities/equipment for repairs and maintenance and files reports with the Unit Director.
6. **Personnel and Human Resources:** Promotes Club membership. Assists in the registration and enrollment of new members. May assist with Club orientations and fills in for any program staff position at the Club, and may be asked to substitute at other Units/Clubs when necessary. Supervises staff, volunteers, and others, as assigned; monitors, guides, and supports staff compliance; as required by the Unit Program Director.

Additional Responsibilities:

1. May assist with special programs and/or events (i.e. Torch Club, Keystone, Youth of the Year and Awards Programs, field trips), and participates in the implementation of other Club activities as necessary.
2. May handle billing, deposits and/or banking transactions as needed.

Demonstrated Skills are needed in:

- **Customer and Personal Service:** demonstration of providing services with professionalism, patience, kindness and respect. Experience in developing, organizing, implementing, and/or leading quality, creative, and appropriate after-school and summer educational programs for youth, ages 5-18.
- **Computer software:** Experience using databases, email, Microsoft suite including word documents and spreadsheets. Social media application experience and Facebook a plus.

- **Communication:** Ability to demonstrate excellent oral and written communication using various tools such as text, formal letter, and verbally. Demonstrated ability to communicate effectively with youth of varying ages and with their parents/caregivers.
- **Personnel:** Experience with negotiation and active listening (conflict resolution). Social perceptiveness, good judgement and decision making are essential for the job.
- **Behavior:** Honesty and integrity are essential. A highly positive attitude, sense of responsibility, patience, passion for working with children, enthusiastic style, and a sincere interest in teaching and sharing knowledge and skills with youth in an educational setting.
- **Clerical:** An eye for detail. Experience creating and managing files and maintaining records a plus.

Preferred Skills and Knowledge:

- Knowledge of the mission, programs and procedures of Boys & Girls Clubs, or other similar non-profit youth development organizations.
- Current CPR and First Aid Certifications.
- Fluent in a second language, especially Spanish

Requirements:

- Minimum High School graduate. Can be working on an Associates or Bachelor's Degree; or have minimum hours in certified childcare position, according to VDSS requirements for licensed facilities.
- Dependable transportation.
- Valid drivers license and good driving record.
- Work an average of 38 hours per week.
- Physical requirements include sight, hearing, standing and walking for long periods, climbing, bending, kneeling, reaching, handling, pushing, pulling, and other physical ability necessary to have complete knowledge of and access to the youth and to the surroundings available to the youth we serve.
- Ability to lift 40 lbs.
- Minimum 18 years of age
- Pass a background check

Disclaimer:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.