



BOYS & GIRLS CLUB

Boys & Girls Clubs of Greater Baton Rouge Director of Program Operations

Job Summary

The Director of Program Operations is an integral part of the day-to-day supervision of the youth service operations. This role assists in implementing Boys & Girls Club objectives, standards, policies, and procedures that deliver quality programs to members. Supervises program staff so that programs are well delivered and provide a good experience to club members. Provide a safe, fun learning environment that enables a member to grow and develop into a responsible adult.

Key Roles:

Essential Duties and Responsibilities: Prepare Youth for Success:

- Front-line accountability for quality program delivery including core programs, new initiatives, afterschool and summer programs, staff development program, and outcome measurement systems.
- Ensure program objectives are consistent with organizational goals and mission.

Supervision:

- Direct supervision of eight Program Site Coordinators (school-based), AmeriCorps Coordinator and Youth Volunteer Corps Coordinator
- Design and support participation in staff development.
- Participate in individual and group supervision sessions; participate in professional development opportunities as appropriate.
- Encourage and promote diversity awareness, and diversity of staff, volunteers, and members.

Management:

- Work in partnership with and support of President to accomplish organizational goals and mission.
- Work with Director of Community Engagement to ensure positive placement of volunteers

- Work with the AmeriCorps Coordinator to meet the guidelines of the grant a positive placement of Corps Members.
- Management the Youth Volunteer Corp program for placement of teens in meaningful volunteer placements.
- Responsible for making contacts with families and providing or obtaining appropriate guidance when necessary.
- Manage transportation and scheduling for Club.
- Manage member/parent orientation program.

Innovation:

- **Supporting best practices.** This involves scouting and standardizing market research methods for novel ideas and insights; strategic innovation; promoting open innovation; and introducing group tools and processes that encourage creative thinking.
- **Developing skills.** This is about training organization personnel on the skills they need, and developing and applying measures to track improvements in innovation and the skills underpinning them.
- **Identifying new market spaces.** This includes analyzing trends and market disruptions and searching for emerging new market opportunities.
- **Helping people generate ideas.** Setting up and running ideas generation platforms and formats like jam sessions, hackathons, and internal or external crowdsourcing for the benefit of the corporation.

Other:

- Participates on BGCB's Leadership Team and other Committees as assigned.
- Travel between sites and to activities, as needed.
- Other related duties as specified by the President

Required Experience Position Requirements:

- Bachelor's Degree in related field highly preferred, equivalent experience considered.
- Minimum 3 to 5 years experience providing human service/youth development programs.
- Knowledge of youth development principles and human service delivery systems.
- Previous experience and commitment to supporting, promoting, and instilling organizational mission, vision, principals, and goals.
- Minimum three years supervisory experience.

- Demonstrated ability to address and manage change in a healthy and positive manner.
- Demonstrated problem solving skills and flexibility.
- Proven leadership skills with the ability to facilitate understanding across multiple audiences and inspire confidence with community and parents.
- Experience in program development and management.
- Strong interpersonal, communication and organizational skills required.
- Commitment to promoting workplace diversity as a vehicle to bring fresh perspectives, as well as new solutions.
- Ability to work with youth and families from a variety of backgrounds.
- MS Office and web competency required.
- Proven team building skills.
- Ability to work independently and as part of a team.
- Flexibility to work hours especially as seasons and service needs change.
- Valid driver's license required
- Required to obtain and maintain a cellular phone and be available to respond to calls in case of emergencies
- Tasks that involve the ability to exert physical effort, typically involving some combination of standing for long periods of time, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing, and/or pulling of objects up to 50 pounds.

Direct reports: AmeriCorps Coordinator, Youth Volunteer Corps Coordinator and eight Site Coordinators.

Reports to: Organizational President

Submit cover letter and resume via email with Program Operations in the subject line to pat@brclubs.org