



Down Syndrome Achievement Centers  
educate. inspire. believe.

## **National Program Manager**

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Founded in 2003, GiGi's Playhouse Inc.'s mission is to change the way the world views Down syndrome and send a global message of acceptance for all. We profoundly change lives through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic or educational in nature. Each one of our programs is designed to work on specific skill development, including speech and language, literacy, socialization, and fine and gross motor skills. GiGi's Playhouse currently has 56+ locations across North America and serves over 80 countries through our Virtual Playhouse.

### **Job Description:**

The National Program Manager is responsible for the overall quality of delivery for GiGi's Signature and specialty group programs serving infants through high school age. This includes GiGiFIT, GiGi's Kitchen, LMNOP, Destination Discovery, Teen Tastic, and other group programs.

### **Essential Job Functions:**

- Playhouse Coaching for Group Programs (infant through high school)
  - Mentor Playhouse Program Coordinators (both volunteer and staff roles)
  - Meet with local Playhouse program leaders as needed to help ensure strong understanding and execution of programs.
  - Provide guidance on a playhouse's program lineup and schedule to ensure program progressions and align with the needs of the community
  - Intensive coaching for startup locations on their initial program lineup, schedule, targeted program leaders, and tools for successful program execution.
- Program Fidelity and Quality Control
  - Ensure consistency and fidelity of program execution throughout the Playhouse network
  - Track which playhouses execute which programs, monitoring program calendars and social media pages
  - Proactively work with Playhouses to ensure high program quality and learn new lesson planning ideas to share.
- Collect and Share Program Impacts
  - Capture anecdotal quotes from playhouse staff and volunteers
  - Work with program-related staff and committees to develop and implement the use of objective impact metrics for all Signature programs and partner with IT team on technical solutions for tracking results to maximize adoption.
  - Work with Playhouses to ensure proper capture of above impact data.
  - Aggregate program participation, volunteer hours, and impact data for use in reporting by program and on a national or regional basis; provide impact statements for fund development and stewardship.
- National Resources for Program Volunteers
  - Create and maintain quality and comprehensive centralized trainings that are specific to leading and supporting group programs.
  - Create, collect, and share tools, resources, and best practices for group programs across the Playhouse network, including behavior management tools, as well as tools to successfully run the operational elements of programs (e.g., host checklist, checklist for end of program, etc.)

- Provide leadership and centralized tools to help facilitate internships and other partnerships with universities and other community organizations for program volunteers.
- Provide best practices, tools, resources, and coaching for Program Volunteer recruitment, selection, onboarding, communications, retention, and recognition
- National Resources for Family Engagement
  - Provide tools and guidance to be leveraged by Playhouses for all new Playhouse families, including templates for Celebration Packets, New Family Orientations, etc.
  - Support Playhouses in increasing family adoption and engagement of their MyGiGi's Accounts

**Competencies:** You will be most successful in this role if you have the following competencies:

- Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Provides vision and inspiration; Gives appropriate recognition to others; Displays passion and optimism; Mobilizes others to fulfill the vision.
- Communications – Expresses ideas and thoughts verbally and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods: phone, emails, and face to face.
- Problem Solving – Uses good judgment to identify and resolve problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Responsive and Customer Service Oriented – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Openness to criticism and ideas – Often solicits feedback and reacts calmly to criticism or negative feedback.
- Cooperation – Establishes and maintains effective relations; exhibits tact and consideration; displays positive outlook and pleasant manner; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Quality and Attention to Detail – Demonstrates accuracy and thoroughness; displays commitment to excellence; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Adaptability and Calm Under Pressure – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Maintains stable performance when under heavy pressure or stress.
- Disposition to interact directly with individuals with Down syndrome and their families.

**Work Location and Hours:** The job is a 100% remote role. A consistent schedule with some flexibility is a must, as you will work with staff and volunteers in all time zones from around the country. This may include some evenings and weekends.

**Reports to:** National Program Director at GiGi's Playhouse, Inc.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education and/or Experience:
  - Bachelor's degree from four-year college or university, or a minimum five years related demonstrated success implementing program models.

- Demonstrated strength in training or coaching individuals and teams, empowering them to elevate their levels of responsibility, span-of-control, and performance.
- Internal candidates preferred.
- **Language Skills:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Computer Skills:** To perform this job successfully, an individual should have advanced proficiency in Microsoft Office products including Word, Excel, Outlook, and Teams.
- **Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to talk or hear. Specific vision abilities required by this job include ability to adjust focus.

### **GiGi's Playhouse Core Values**

GiGi's challenges all staff and volunteers to embody the following core values:

- Enthusiasm: Bringing positive, high energy to our work
- Best of All: Always looking to improve in all that we do. Challenge yourself every day.
- Get It Done: Making things happen and blasting through barriers when needed; figure it out together.
- Believe: Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve
- Locally Concerned, Enterprise Minded: To best serve our local communities, we share best practices and have the humility to leverage the collective learnings from across the GiGi's network.

### **Note**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**Please submit your resume and salary requirements to Daniell Bargstadt, GiGi's National Program Director at [DBargstadt@gigisplayhouse.org](mailto:DBargstadt@gigisplayhouse.org).**