



Down Syndrome Achievement Centers
educate. inspire. believe.

Program Manager – Hoffman Estates

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 over 50 locations across North America and growing by several locations annually. The flagship Playhouse location in Hoffman Estates also includes a career training program in a live café and an office environment.

Job Description:

The Program Manager facilitates the implementation of all programs at the National Playhouse and ensures they operate effectively and impactfully. This includes making sure they are properly staffed with skilled and trained volunteers and follow structured curriculums. This person works collaboratively with the Playhouse staff and volunteers to provide high quality, outcome-driven programs according to the program model developed by GiGi's Playhouse, Inc. A flexible schedule is a must, as you may be needed to oversee or cover programs when needed, including some evenings and weekends. All staff members are the face of GiGi's Playhouse and play an essential role representing GiGi's to families, volunteers, donors, and community members. As the flagship location for GiGi's Playhouse, the Program Team in Hoffman Estates must also partner with the National Program Team to help set the example and test programs for the GiGi's Playhouse network as a whole.

Goals of this role include:

- Continually increase program participation and number of families participating.
- Maximize measurable achievements for all playhouse participants through specific program outcomes.
- Ensure sustainable engagement from program volunteers, with a goal of 70% ratio of volunteer hours to program participation hours.
- Strive for "Center of Excellence" performance level in the Standards of Execution for Programs.

Essential Job Functions:

- Program planning, execution, and quality control
 - Oversee and execute all programs at the Playhouse (in-person and virtual).
 - Ensure program purposefulness, engagement, and continuous improvement.
 - Leverage the tools & resources and meet the stated program objectives delivered by the GiGi's Playhouse Inc.
 - Grow program participation and family engagement through impactful program volunteers, stellar execution of programs, articulation of therapeutic and educational objectives, and demonstration of outcomes.
 - Interface with parents to demonstrate progress and expectations.
 - Maintain and support use of the Playhouse's physical and cloud-based program resources and tools (Microsoft Teams, GoToMeeting, Sharepoint, etc.)
 - Maintain a project log for ongoing improvement of current programs and activities to help inform and create better solutions
 - Support all national pilot programs, deliver learnings, and continually seek to enhance centralized tools and curricula.

- Define long term program plan, including program sessions, themes, rolling out new programs, etc.
- Track program impact, participation, and volunteer hours
 - Becomes a savvy user of Salesforce (relational database tool) to ensure proper documentation and tracking of all volunteer activity, program participation and program impact results, including reporting on trends.
 - Continually seek opportunities to track participant progressions and program impact, while minimizing program interference and volunteer paperwork.
 - Ensure proper use of grant funding to support local programs and report on impact as required
- Volunteer placement, training, and stewardship
 - Recruit, place, onboard and train Program Coordinators, Leaders, Assistants, Host Families, Greeters, and all other program volunteers.
 - Support, motivate, and acknowledge program volunteers to maximize retention.
 - Schedule volunteers as needed to best accommodate participants.
 - Continually support and communicate the needs of volunteers to help ensure they have the resources they need to be successful.
- For All Members of National Playhouse Staff at Hoffman Estates
 - Share responsibilities in the day-to-day operations in the front of house answering phones, greeting families, volunteers and visitors, and general upkeep of the Playhouse.
 - Assist in supporting adult interns throughout Hugs + Mugs and GiGi Professional, as needed.
 - Support the team's ability to maintain all Playhouse and store hours.
 - Ongoing volunteer recruitment and use of committees to support an organization that is 99% volunteer-run.
 - Collaborate with the team to maximize revenue, in-kind donations, volunteer participation and awareness surrounding all National Office/Playhouse events.

Location: Hoffman Estates, Illinois

Reports To: Executive Director, Hoffman Estates Playhouse

Competencies:

The Program Manager must enjoy working within a mission-driven, results-driven and community-oriented environment. The following competencies describe the competencies of the ideal candidate.

- **Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed. Interacting well with people at all levels of the organization is necessary - daily communication with staff, volunteers and participants with Down syndrome and their families will be needed in this role to be successful.
- **People Management:** Includes staff and key volunteers in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; Improves processes, products and services; continually works to improve supervisory skills.
- **Problem Solving:** Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Written and oral communication:** Ability to express ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods. Interacting well with people at all levels of the organization is necessary -daily communication with staff, volunteers and participants with Down syndrome and their families will be needed in this role to be successful.

- **Adaptability and Calm Under Pressure:** Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events. Maintains stable performance when under heavy pressure or stress.
- **Planning/Organizing:** Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- **Customer Service:** 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.
- **Initiative and Work Ethic:** Volunteers readily; Seeks increased responsibilities; Takes independent actions and calculated risks; possesses a strong willingness to work hard and sometimes long hours to get the job done. Has a track record of working hard.
- **Technical Skills:** Assesses own strengths and weaknesses; strives to continuously build knowledge and skills related to technical tools.

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 preferred from four-year college or university; At least five years relevant program management experience and/or training.
- **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.
- **Mathematical Skills:** Ability to add, subtract, two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- **Computer Skills:** To perform this job successfully, an individual should have proficiency in Microsoft Office (Word, Excel, Teams, PowerPoint, and Outlook), proficiency in social media platforms: Instagram, Twitter, LinkedIn and Facebook. Ability to learn and work proficiently in a database program (Salesforce) to manage program-related interactions at this location, including volunteer hours, program participation, program outcomes, etc.
- **Certificates, Licenses, Registrations:** Therapeutic or educational certificate or license a plus, but not required.
- **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 use hands to finger, handle, or feel and talk or hear. The employee is frequently required to walk; sit and reach with hands and arms. The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.
- **Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. This position is in-person.

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.
- 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 our location's 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.

ACKNOWLEDGED:

Employee Signature

Date

Print Name