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**Program Manager**

Founded in 2003, GiGi's Playhouse Inc.’s mission is to change the way the world views Down syndrome through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic in nature. Each program is designed to work on specific skill development, including speech and language, socialization and fine and gross motor skills. GiGi’s Playhouse currently has over 35 locations across North America and growing by several locations annually.

**Job Description:**

The Program Manager role is located at the flagship National Playhouse in Hoffman Estates, Illinois. The National Playhouse sets the example for the GiGi’s Playhouse network as a whole and it is also the launching point for piloting all new programs. As representatives of GiGi’s Playhouse, it is essential all employees display a pleasant and professional personal presence, most importantly an exceptional disposition to interact directly with individuals with Down syndrome and their families. The Program Manager is a goal-oriented conscientious individual who manages program execution at the National Playhouse, with the support of volunteer and staff program leads.

The Program Manager ensures that all programs operate efficiently, which means making sure that they are staffed accordingly and follow the established, structured curriculums. You will be facilitating the implementation of Playhouse programs by leveraging skilled volunteers. 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.  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.

**Reports To:** National Programs Director

**Essential Job Functions:**

* Program Oversight and Continuous Improvement
	+ Ensure all programs at the National Playhouse meet the stated objectives and branding messages delivered by the GiGi’s Playhouse national programs team.
	+ Maintain a project log for ongoing improvement of current programs and activities to help inform better solutions.
	+ Partner with all members of the National Programs team to leverage and continually improve centralized strategies and tools for program execution and volunteer management.
* Volunteer Management
	+ Ensure all programs and activities are fully supported for the needs of the Playhouse.
	+ Meeting with volunteers on a regular basis to keep them up to date on needs and news.
	+ Recruit new volunteers to ensure the Playhouse is continually supported for all programs and other Playhouse needs, leveraging community organizations, universities and other local resources.
	+ Orients, onboards and trains new volunteers.
	+ Schedules volunteers to best accommodate curriculums.
	+ Manage the Literacy Coordinator, Math Coordinator, Speech Pathologist and other program leads (both staff and volunteer)
* Program Impact, Participation and Volunteer Hours
	+ Becomes a savvy user of Salesforce (relational database tool) to document and track 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.
* Program Marketing
	+ Updates online calendar with all programs and events, at least 6 weeks in advance.
	+ Continually captures success stories, quotes and quality pictures during programs for use in marketing efforts.
	+ Informs and inspires families, volunteers, donors and other constituents via social media, website, blog and email newsletter campaigns by sharing pictures, news, events, volunteer needs and stories in partnership with local team members (e.g., Marketing, Development, etc.)
* Program Development
	+ Define long term (6-12 months) program plan, including program sessions, themes, rolling out new programs, etc.
	+ Work with Playhouse families to understand additional demand for new program types, better program times, themes, etc. to ensure the Playhouse is meeting the needs of families while remaining consistent with the GiGi’s mission.

**Competencies**

* 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; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
* 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.
* Adaptability: 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.
* Innovation: Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
* 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.
* Quality: Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
* 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.
* 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 from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
* 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 ant 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: Computer Skills: To perform this job successfully, an individual should have knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook) Proficiency in social media platforms: Instagram, Twitter, Linked In and Facebook. Ability to work proficiently in a database program (Salesforce) to manage interactions and transactions with all individuals who interface with this location, including donations, volunteer hours, program participation, etc.
* Certificates, Licenses, Registrations: Not Applicable
* 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.

**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: Bringing our Best of All to our local playhouse while being mindful of how our work affects the broader GiGi’s network.

***The job duties listed in this job description may not be inclusive of all requirements of this position.  Other duties may be assigned by your supervisor.***

***ACKNOWLEDGED:***

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***Employee Signature Date***

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***Print Name***