



Program Manager

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 45 locations across North America and growing by several locations annually.

Job Description:

The Program Manager is a goal-oriented conscientious individual who manages execution of all programs at the Hoffman Estates Playhouse, with the support of volunteer and staff program leads. The Program Manager ensures that programs for all ages operate efficiently and maximize impact to participants, which means making sure they are staffed accordingly and follow the established, structured curriculums and processes.

A flexible schedule is a must, as you may be needed to oversee or cover programs when necessary, 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 first location for GiGi's, the Hoffman Estates Playhouse must set the example for the GiGi's Playhouse network as a whole.

Location: Hoffman Estates, Illinois

Reports To: Executive Director, Hoffman Estates Playhouse

Essential Job Functions:

- Program Purposefulness, Engagement and Continuous Improvement
 - Ensure all programs at the Playhouse leverage the tools & resources and meet the stated program objectives delivered by the National Programs staff.
 - Grow program participation and family engagement through impactful program leads, stellar execution of programs, articulation of therapeutic and educational objectives and demonstration of outcomes.
 - Interface with parents to demonstrate progress and expectations
- Program Planning
 - Partner with the National Programs staff in supporting all national pilot programs, deliver learnings and continually seek to enhance centralized tools and curricula.
 - Define long term (6-12 months) program plan for this location, including program sessions, themes, rolling out new programs, etc.
 - Work with local Playhouse families to understand 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 and Signature programming.
- 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
- **Staff & Volunteer Management**
 - Ensure all programs are fully supported for the needs of the Playhouse, with a target ratio of volunteer hours to program participation hours of at least 70%.
 - Recruit new volunteers, leveraging community organizations, universities and other local resources.
 - Orient, onboard and train new program volunteers; and motivate and acknowledge program volunteers to maximize retention
 - Schedule volunteers and staff as needed to best accommodate curriculums.
 - Manage the Literacy Coordinator, Math Coordinator, Speech Pathologist and other program leads (mix of staff and volunteer)
- **Manage path of adult participants in Career Training programs (roughly 50% of total program participation hours at this location)**
 - Ensure each adult in the Career Training programs has a clear pathway from GiGiPrep to GiGiU to Internships to Mentors.
 - Manage GiGiU and GiGiPrep curriculum and instructor schedule to ensure effective instructors (volunteers or staff) for all GiGiU and GiGiPrep classes.
 - Teach classes and fill in to support Intern coaching when needed.
 - Maintain certifications for all adult Interns to ensure continuous focus on progressions through and achievement of certifications.
 - Collaborate with Career and Community Ambassador to identify and fill gaps in Career Training programs in order to align with job opportunities in the community.
 - Interface with parents to communicate progress and expectations.

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.
- **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.
- 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 required from four-year college or university; At least 5 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, PowerPoint and Outlook), proficiency in social media platforms: Instagram, Twitter, LinkedIn 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 volunteer hours, program participation, program outcomes, etc.
- Certificates, Licenses, Registrations: 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.

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.

The job duties listed in this job description may not be inclusive of all requirements of this position; other duties may be assigned.

I HAVE THE QUALIFICATIONS AND AM ABLE TO PERFORM THE DUTIES ON THIS JOB DESCRIPTION.

ACKNOWLEDGED:

Employee Signature

Date

Print Name