



Down Syndrome Achievement Centers
educate. inspire. believe.

Program & Volunteer 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 has opened over 60 locations across North America and is growing by several locations annually.

Job Description:

GiGi's Playhouse offers innovative programs for children and adults with Down syndrome, designed to develop confidence and the development of a broad variety of skills – educational, therapeutic and career development. Programs are 99% volunteer run. The Program & Volunteer Manager works in-person in the Playhouse and facilitates the implementation of all programs, ensures they operate effectively, supports volunteer recruitment, orientation, scheduling, training, and recognition of volunteers within the Playhouse. This includes making sure programs are properly staffed with skilled and trained volunteers and follow structured curriculums. Interacting well with people at all levels of the organization is necessary - daily communication with staff, volunteers and participants with varied diagnoses 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: Executive Director

Essential Job Functions:

Program Strategy & Planning

- In collaboration with the Program Committee and/or Executive Director, define a long-term (6–12 months) program plan, including sessions, themes, and the rollout of new initiatives.
- Use surveys, focus groups, and family feedback to evaluate demand for new programs, better time slots, and thematic content aligned with the GiGi's Playhouse mission.
- Define key dates, target attendance, and volunteer needs for each session of career development and core programs.

Program Oversight & Continuous Improvement

- Ensure all programs meet objectives and branding guidelines established by the National Office.
- Maintain a project log to support continuous improvement in current programs.
- Train, manage, and support program volunteers to ensure high-quality program delivery.
- Maintain and manage career program resources in both the GiGi's portal and internal Playhouse files.
- Support adherence to Standards of Execution for Programs, striving for Center of Excellence status.
- Fill in on occasion to support programs and ensure continuity.

Program Data & Impact

- Become proficient in Salesforce to document and track volunteer hours, program participation, outcomes, certifications, and impact trends.
- Track and report on program data for internal evaluation, donors, and marketing. Capture success stories, quotes, and high-quality photos to illustrate impact.
- Ensure accurate documentation of program outcomes, progress trackers, and certifications.
- Report on program results for donor stewardship and communications.

Program Marketing & Communication

- Maintain and update the online program calendar at least six weeks in advance.
- Create promotional flyers and graphics using Canva.
- Write and distribute e-newsletters, coordinating content with staff and volunteers.
- Regularly update local website content and support social media execution and engagement.
- Share stories and impact through blogs, newsletters, and email campaigns.
- Send out welcome packets, celebration kits, sponsor materials, and other communications as needed.

Volunteer Management & Engagement

- Recruit, train, and schedule volunteers to fully support all Playhouse programs and events.
- Represent GiGi’s Playhouse at volunteer recruitment events in the community.
- Conduct monthly group Volunteer Orientation sessions and one-on-one sessions as needed, including timely follow-up.
- Maintain volunteer records in Salesforce, including availability, interests, and demographics.
- Notify Program Leaders when volunteers are placed and ensure ongoing communication.
- Coordinate and deliver volunteer training as necessary.
- Plan and execute a minimum of two Volunteer Recognition events annually.
- Collaborate on social media, newsletter, and blog content highlighting volunteer impact.
- Oversee volunteer Literacy and Math Coordinators. Pair participants with tutors as needed.
- Meet regularly with volunteers to assess and respond to their needs.
- Continuously recruit new volunteers through local partnerships and institutions.

Program Execution & Community Integration

- Assist and attend community events to build advocacy, inclusion, and life skills.
- Represent GiGi’s Playhouse and participants at donor meetings and community presentations.
- Support pop-up retail booths and community engagement efforts.

Office & Administrative Management

- Greet and assist all visitors, families, volunteers, and donors with professionalism and warmth—via phone, email, and in person.
- Maintain a clean, organized, and safe Playhouse environment.
- Manage inventory and supplies for programs operations.
- Answer phones and respond promptly to inquiries.
- Schedule appointments, manage front desk activities, and sort incoming mail.
- Support program leaders and volunteers with administrative tasks as needed.

- Ensure all program electronics and equipment are maintained in good working order.
- Uphold risk management and safety standards across all activities and environments.

Data Management

- Enter and maintain family, program, and volunteer information in Salesforce.
- Monitor and maintain data integrity, performing clean-up and ongoing updates.
- Manage RSVP tracking, tutor/student matching, and ensure accurate documentation of outcomes.
- Run reports and analyze trends to guide decision-making and communications.

Stewardship & Outreach

- Create and maintain a Programs Playhouse Wish List for funding and in-kind donations.
- Assist with local and regional fundraising events as needed.
- Use Salesforce for event-related donations, registrations, and acknowledgments.
- Build community awareness through presentations, press releases, and outreach campaigns.
- Develop collaborations with Down syndrome organizations, local businesses, schools, and libraries.

National & Local Collaboration

- Attend monthly national staff calls and respond to network-wide communications and requirements.
- Work collaboratively with the National Office and adhere to GiGi’s Playhouse operational manuals and policies.
- Communicate regularly with the Executive Director to keep them informed of Playhouse activities and needs.
- Assist with the preparation and delivery of monthly impact reports.
- Operate within established budgetary constraints.

Competencies

- Teamwork: Balances team and individual responsibilities; contributes to building a positive team spirit.
- Problem Solving: Identifies and resolves problems effectively; works well in group problem-solving situations.
- Communication: Strong written and oral skills; expresses ideas clearly; adapts communication to different audiences.
- Adaptability: Manages competing demands; adjusts approach to best fit the situation.
- Innovation: Thinks creatively; generates and presents new ideas.
- Planning/Organizing: Prioritizes and plans efficiently; sets and meets goals.
- Quality: Maintains accuracy and thoroughness; continuously improves performance.
- Customer Service: Responds promptly to customer needs and feedback.
- Technical Skills: Continuously builds knowledge related to technical tools.

Qualifications

- Education and Experience: Experience in intellectual/developmental disability services, or equivalent education and experience. Marketing experience is a plus.
- Language and Communication: Ability to interpret technical documents; strong writing and presentation skills.
- Computer and Technical Skills: Proficiency in Microsoft Office, social media, and Salesforce.
- Work Environment and Physical Demands
- In-person role requiring regular interaction with stakeholders and occasional off-site visits.

- Must be able to lift/move up to 50 pounds; maintain visual focus; and work in a moderate-noise setting.

GiGi's Playhouse Core Values

- Enthusiastic: Positive energy and engagement.
- Best of All: Continuous improvement.
- Get It Done: Action-oriented and solution-focused.
- Believe: Strong belief in mission and teamwork.
- Locally Concerned, Enterprise Minded: Sharing best practices and learning collaboratively across the 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:

Employee Signature

Date

Print Name