



Down Syndrome Achievement Centers
educate. inspire. believe.

Program and Volunteer Manager

Location: Fargo, ND

Category: Staff

Employment Status: Full Time – On Site

Salary: DOE \$55,000-\$60,000

Benefits: Yes

Position Start Date: Position Open Until Filled

Reports To: Executive Director

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 and Volunteer Manager** works in-person in the Playhouse and facilitates the implementation of all programs, ensures they operate effectively, and 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.

Essential Job Functions:

- Program Strategy and Planning
 - In partnership with Program Committee and/or Executive Director, define long term (6-12 months) program plan, including program sessions, themes, rolling out new programs, etc.
 - Work with Playhouse families (surveys, focus groups, etc.) 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.
- Program Oversight and Continuous Improvement
 - Ensure all programs at the Playhouse meet the stated objectives and branding messages delivered by the GiGi's Playhouse national office
 - Maintain a project log for ongoing improvement of current programs and activities to help inform better solutions
 - Partner with National Program team to leverage and continually improve centralized strategies and tools for program execution and volunteer management
 - Demonstrate sufficient understanding of program objectives and execution models to be able to fill in on occasion to help support program needs.
- Program Impact, Participation and Volunteer Hours
 - Becomes an expert at Salesforce (relational database tool) to document and track volunteer activity and program data, including reporting on trends.
 - Continually seek opportunities to track program impact and document it in Salesforce, 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 manager.
- Volunteer Management
 - Collects volunteer needs and is responsible for scheduling volunteers into open volunteer roles.
 - Represents GiGi's Playhouse at Volunteer Recruitment events within the community.
 - Responds to volunteer inquiries and questions via phone and email in a timely and professional manner. Oversees the generic Volunteer email address for the Playhouse.
 - Hosts and leads group Volunteer Orientation sessions, according to the GiGi's Playhouse model, a minimum of once per month. Performs follow up from Volunteer Orientation within 3-5 days. Conducts one-on-one Volunteer Orientation sessions for volunteers who are not able to attend the monthly group session.
 - Informs Program Leaders when a new volunteer has been placed.
 - Maintains volunteer information in GiGi's Playhouse database, including entering volunteer demographics, availability, and interests.
 - Coordinates and schedules volunteer trainings and provides on-going training as needed.
 - Maintains open communication with manager to confirm that programs and events are delivered with the necessary qualified volunteer base.
 - Coordinates Volunteer Recognition events for Playhouse Volunteers, a minimum of two times per year.
 - Coordinates with staff for social media, newsletter, website, and blog entries relating to volunteer impact, recognition, and stories.

Competencies

Teamwork, problem-solving, written and oral communication, adaptability, innovation, planning/organizing, attention to detail, customer service, and technical skills.

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. Five years related experience and/or training in a field working with individuals with intellectual and developmental disabilities; or equivalent combination of education and experience. Marketing experience a plus.
- **Computer Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Office (Word, Excel, PowerPoint, and Outlook), plus proficiency in social media platforms such as Instagram, 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 skills and hours, program participation, etc.
- **Work Environment:** This role requires extensive engagement with playhouse families and the community. It is an in-person role that will have occasional visits to community organizations (e.g., to build relationships with organizations that can partner for volunteer recruitment).

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

- **Enthusiastic:** Bringing positive, high energy to your work.

- Best of All: We are always looking to improve every day, with all that we do. Challenge yourself every day to embrace a Generation G life.
- 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 in each other, and believe in the history that brought us here.
- Locally Concerned, Enterprise Minded: We collaborate, share best practices, and leverage the collective learnings from across the GiGi's network.

Applications will be reviewed on a rolling basis. The position is open until filled. Please send your resumé, cover letter, and three references to Dr. Kira Knutson at kknutson@gigisplayhouse.org.