



Program Coordinator-Part Time

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 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.

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. The Program Coordinator facilitates the implementation of all programs, and ensures they operate effectively. This includes making sure they 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 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: Executive Director

Essential Job Functions:

- Program Oversight and Continuous Improvement
 - Ensure all programs at the Playhouse meet the stated objectives and branding messages
 - Maintain a project log for ongoing improvement of current programs and activities to help inform better solutions
- Volunteer Management
 - Ensure all programs and activities are fully supported for the needs of the Playhouse, and meeting with them on a regular basis to keep 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 program volunteers
 - Schedules volunteers to best accommodate curriculums
 - Oversee volunteer Literacy Coordinator and Math Coordinator
- Program Impact, Participation and Volunteer Hours
 - Becomes an expert at Salesforce (relational database tool) to document and track volunteer activity and program participation, 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 local Site Coordinator
- Program Strategy and Planning
 - In partnership with Program Committee and Executive Director, 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.
- **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.
- **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.
- **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 Management**: 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 five 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 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:** 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.
- **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.