



Program Manager-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 programs are innovative and educational programs for children and adults with Down syndrome, designed to develop confidence, health, and "the whole self." The Program Manager position helps design programs at our Indianapolis Playhouse location to meet the needs of families and ensures that all programs for GiGi's Playhouse Indianapolis operate efficiently, which means making sure that they are staffed appropriately 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, and you must be able to support programs when needed, including afternoons, nights, and weekends.

Reports To: Executive Director

Essential Job Functions:

Program Management (30%)

- Ensure all programs meet the mission and goals of GiGi's Playhouse Indianapolis
- Manage communication to staff, volunteers, community partners, and families regarding programs at GiGi's
- Solicit input from local families regarding program needs and schedules
- Support Tutoring Coordinators as needed
- Ensure all sessions are created and maintained with set guidelines from the National Office
- GiGi's Playhouse maintains the recognition of Strong Playhouse with National SOE

Volunteer Management (30%)

- Manage all program volunteers (e.g., Program Leaders, etc.) to ensure programs are fully supported
- Train new program volunteers to ensure that GiGi's is continually supported for all programs
- Work with staff and key program volunteers to ensure registration, scheduling, and required volunteers are in place for each semester
- Schedule volunteers to best accommodate curriculums

Outreach and Communications (20%)

- Contribute to local website, social media, blog, and monthly newsletters
- Inform and inspire families, volunteers, donors, and other constituents by gathering and sharing pictures, news, events, volunteer needs, stories, etc.
- Strategically act to grow families/participant base, increase program participation, gain greater commitment from volunteers, and engage the community on behalf of GiGi's

Administrative / General (20%)

- Contribute to and ensure accuracy of online calendar and website with all classes and programs
- Manage program registration process
- Maintain a project log and wish list for ongoing improvement of current programs and activities to help inform better solutions and to plan for future programs
- Attend monthly national network calls and respond appropriately to network-wide requirements from the National Office

Qualifications

- Bachelor's Degree (or higher) in special education, social services, or a related field
- Proficiency in Microsoft Office
- Ability to learn new technology systems
- 3-5 years of experience working with individuals with intellectual and/or developmental disabilities
- Success at working with and managing a high volume of volunteers (volunteer recruitment preferred)
- Experience scheduling/managing programs or activities

GiGi's also 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 GiGi's while being mindful of how our work affects the broader GiGi's network.

Additional Information

This is a part-time, hourly position, averaging 25 hours per week. Schedule is flexible and will vary depending on program hours.