



Program Coordinator

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 55 locations across North America and is growing by several locations annually.

Part-time: up to 20 hours/week

Work Hours: Tuesday, Wednesday, Thursday 4-7:30pm, Saturday, 8:30am-12:30pm

Pay: \$20/hr, pay based on experience

Benefits: 401k after 90 days of employment, paid time off

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 and Volunteer Coordinator assists in facilitating the implementation of programs, and ensures they operate effectively. This includes following the GiGi's structured curriculums and overseeing the management of on-site volunteers. 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. Proven proficiency with technology and willingness to learn new systems is required. A commitment to the programming schedule is a must, as you will need to oversee programming on 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. This job is ideal for someone with a background in Education, Special Education, Physical/Occupational Therapy, Speech Therapy, Psychology, Social Work, etc. Must be willing to undergo and pass a background check prior to any employment offer being made.

This isn't your typical part-time role. You'll be a vital part of our mission, contributing to impactful programming that supports individuals of all abilities and ages. From strategic planning to training and overseeing volunteers, you'll play a hands-on role in creating a welcoming, empowering community.

What We're Looking For:

- A proactive, resourceful individual who thrives in a fast-paced and flexible environment.
- Strong interpersonal skills to connect with people of all abilities, volunteers, and team members.
- Comfort with technology to support programming and operations.

Availability Requirements:

This is an in-person role at the Playhouse, with consistent availability needed:

- **Tuesdays, Wednesdays, Thursdays:** 4:00 PM – 7:30 PM
- **Saturdays:** 8:30 AM – 12:30 PM

Reports To: Local Site Manager

Essential Job Functions:

- **Program Oversight and Continuous Improvement**
 - Contributes to ensuring all programs at the Playhouse meet the stated objectives and branding messages delivered by the GiGi's Playhouse national office
 - Maintains a project log for ongoing improvement of current programs and activities to help inform better solutions
 - Attends monthly National Program calls
 - Proficiently uses Microsoft 365 programs such as Outlook, Excel, Word, PowerPoint, & Teams
 - Ensures all programs and activities are fully supported for the needs of the Playhouse
 - Assists in scheduling volunteers to staff fundraising and Playhouse events as needed
 - Builds and maintains open communication with new and existing volunteers
 - Assists in coordinating Volunteer Recognition and Appreciation events for all Playhouse Volunteers, after every programming session.
 - Basic knowledge in Salesforce (relational, constituent database tool) to document and track volunteer activity and program participation
 - Tracks and communicates Best of All stories to Site Manager
- **Program Strategy and Planning**
 - In partnership with Site Manager and One-on-One Coordinator, defines long term (12 months) program plan, including program sessions, themes, rolling out new programs, etc.
 - Works 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.
- **Operations and Events**
 - Attends and assists in facilitating four major fundraising events
 - Proficient and giving Playhouse tours
 - Expert on new family welcome process

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.
- 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.
- 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: 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. Preferred background in Education, Special Education, Physical or Occupational Therapy, Speech Therapy, Psychology, Social Work, etc.
- **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 a proven solid working knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook) and Microsoft Teams. Ability to work proficiently in a data management program (Salesforce) to manage interactions and transactions with all individuals who interface with this location, including volunteer hours, program participation, and program data tracking.
- **Certificates, Licenses, Registrations:** Not Applicable
- **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 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. 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.