

Program & Community Outreach Coordinator

GiGi's Playhouse's mission is to change the way the world views Down syndrome and send a global message of acceptance for all. Our vision is to see a world where individuals with Down syndrome are accepted and embraced by their families, schools, and communities. We are profoundly changing lives through FREE, educational and therapeutic-based programs for individuals of all ages and their families. We help individuals with Down syndrome thrive through foundational learning opportunities which includes speech and language development, social-emotional development, fine and gross motor development, math & literacy tutoring, academic support, health and wellness, and career skills. The GiGi's Playhouse network has 60 locations across North America and is growing annually.

Job Description:

The Program & Outreach Coordinator assists the Program Manager with the implementation of programs, ensures they operate effectively, supports volunteer recruitment, orientation, scheduling, training, and recognition of volunteers within the Playhouse with a focus on the GiGi's Adult Education Program. This individual will work closely with the Volunteer and Tutoring Coordinator to make sure programs are properly staffed with skilled and trained volunteers and follow structured curriculums. In addition, the Program & Outreach Coordinator is partially a community-based position that is responsible for connecting the organization with surrounding communities and engaging with community members to increase awareness and enrollment in GiGi's programs.

Interacting well with people at all levels of the organization is necessary - daily communication with local and national staff, board members, 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 will need to oversee or staff programs when needed, including some evenings and weekends.

Reports To: Program Manager

Program Responsibilities:

- Program Oversight and Continuous Improvement
 - Maintain a project log for ongoing improvement of current programs and activities to help inform better solutions
 - Partner with the Program Manager to leverage and continually improve centralized strategies and tools for program execution and volunteer management
 - Work closely with GiGi's Program Committee and Program Manager to ensure program goals and benchmarks are being met and attend monthly Program Committee meetings
 - Collaborate with the Program Manager to revise curriculum and implement changes as needed to ensure we are continuously delivering high-quality programs.
 - Responsible for leading adult education classes and other programs when interns and/or volunteers are not available to lead
- Volunteer Management

- Represents GiGi's Playhouse at Volunteer Recruitment events within the community
- Work with Volunteer & Tutoring Coordinator to host New Volunteer Orientation sessions and train volunteers and interns
- Maintains open communication with Program Manager and Volunteer Coordinator to ensure volunteer needs are met to ensure successful programs and events
- Works with Program Manager and Volunteer Coordinator to ensure volunteers and interns complete their training and have lesson plans in place for individual programs
- Works closely with Volunteer Coordinator to coordinate Volunteer Recognition events for all Playhouse Volunteers, a minimum of two times per year
- Coordinates with GiGi's staff for social media, website, and blog entries relating to volunteer impact, recognition, and stories
- Program Impact, Participation and Volunteer Hours
 - Have a working knowledge of Salesforce (relational database tool) to document and track program, outreach, and volunteer activity
 - Continually seek opportunities to track program impact and document it in Salesforce and pull Salesforce data reports regarding program and volunteer hours as requested
 - In partnership with the Program Manager monitor and evaluate program success and apply strategies for program execution improvements
- Program Strategy and Planning
 - In partnership with Program Manager work to ensure all program goals and metrics are being met, including the facilitation of fidelity checklist and family/participant surveys
 - 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

Community Outreach Responsibilities:

- Program Marketing
 - Updates online calendar with programs and events, at least 6 weeks in advance
 - Continually captures Best of All 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 Executive Director
- Community Outreach
 - Attend community activities and events to create awareness for GiGi's programs
 - Engage with community organizations, community members, volunteers, and supporters to integrate into identified communities with the goal of promoting GiGi's programs, enroll individuals in our programs, and cultivating relationships with donors
 - Recruit and manage Regional Advisory Committees for new target markets and ensure volunteers are trained and stewarded appropriately
 - In partnership with the Program Manager and Volunteer Coordinator execute all programs in identified test marketing and ensure all markets have program plans in place, program volunteers recruited and trained, along with registered participants
 - Plan and execute community meeting, outreach events, and family roundtables to build awareness and garner support for GiGi's

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 in a field related to special education or management preferred; or strongly preferred three years related experience and/or training in a field working with individuals with intellectual and developmental disabilities; or equivalent combination of education and experience.
- **Language Skills**: 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 public.
- **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, LinkedIn and Facebook. Ability to work proficiently in a database program (Salesforce).

- **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. The employee must occasionally lift and/or move up to 50 pounds.
- **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.

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.

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