

**Title:** Programs Manager

**Reports to:** Operations Manager

**Location:** GiGi's Playhouse NYC, 106 W 117th Street, New York, NY 10026

**Hours:** 40 hours per week, with the ability to work night and weekend hours as required. Typical schedule, with some variation as needed: 10am-6pm Tuesday - Saturday, except during summer months when your schedule will be Mon - Fri 9-5pm.

**Salary:** 45-50K annually, Commensurate with experience

**Job Summary:**

The Programs Manager is responsible for the planning and development of the Playhouse's programs – in conjunction with the Operations Manager and local Board of Directors – and the execution and implementation of the programs daily. In addition, the Programs Manager supports these efforts by recruiting and training volunteers, supporting development activities like grant writing, coordinating administrative support, and interfacing with parents and families.

**Major Duties Include:**

- Plan, develop, implement, and maintain programs.
- Ensure the safety of all participants while at the Playhouse, and when attending off-site programs and events.
- Collaborate with professionals to establish new programs and curriculum.
- Establish and maintain metrics and budgets for the quality of each program and event.
- Report on quarterly Key Performance Indicators to the Board of Directors.
- Maintain website including monthly calendar of events and programs.
- Collaborate with other organizations, families, and professionals to expand programs and access to programs to increase participation.
- Conduct and document parent formal written surveys and informal parent feedback to grow programs.
- Provide programmatic and volunteer support for major events.
- Recruit, train, and manage volunteers to support program efforts.
- Provide program and event information for social media platforms and Playhouse correspondence.
- Provide support to grant writers of program specifics and provide recap for each Grant and how funds were utilized per program.
- Coordinate lectures and events on a quarterly basis or more frequently as needed.
- Conduct outreach to hospitals and community-based organizations to build partnerships and connect with more families.
- Manage a hybrid program model.
- Responsible for timely and accurate data management.
- Ensure all volunteers meet requirements regarding paperwork, background checks, and trainings etc.
- Ensure all participants & families submit required forms/complete requirements for all programs in a timely manner.
- Ensure the Playhouse is regularly organized, cleaned, and sanitized.

**Qualifications:**

- Bachelor's Degree required.
- One to two years of program coordination experience required.
- One to two years of volunteer recruitment, training, and oversight experience required.
- Motivated, enthusiastic, and organized individual with strong interpersonal skills.
- Proficient in Microsoft Office, G-Suite, GoToMeeting, and Teams.

- Creative, collaborative, problem-solving, resolution-focused, open-minded.
- Strong communication and interpersonal skills.
- Strong project management and time management skills.
- Disposition to interact directly with individuals with Down syndrome and their families.
- Spanish-speaking preferred, but not required.
- Self-starter, ability to work independently and with a team.
- Flexible with the ability to accommodate the changing/growing needs of our community.
- Able to effectively work under pressure and manage workload in a fast-paced environment.
- You will be expected to work on-site at the Playhouse. This is not a remote position. Typical schedule, with some variation as needed: 10am-6pm Tuesday - Saturday, except during summer months when your schedule will be Mon - Fri 9-5pm.

**General Requirements:**

All staff is expected to be committed to the mission and values of GiGi's Playhouse NYC, communicate authentic sensitivity to and an understanding of the Down syndrome community, have a sense of humor, and possess a willingness and ability to thrive within a unique work environment.

**Benefits:**

401(k)  
Dental insurance  
Health insurance  
Paid time off  
Vision insurance

**Submission:**

All interested individuals should submit a cover letter and resume to [nyc@gigisplayhouse.org](mailto:nyc@gigisplayhouse.org) with the subject line: Programs Manager.