



Programs 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 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 Programs & Volunteer 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 will be needed to oversee or cover programs, 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

Work Location: GiGi's Playhouse Sugar Land 13003 Southwest Fwy., Ste. 170, Stafford, TX 77477

Work Classification: Full-Time

Skills Needed

- Disposition to interact directly with individuals with Down syndrome and their families
- Ability to implement the National Program Planning Handbook to create and offer new and existing programs
- Ability to recruit, train and manage volunteers
- Capacity to manage multiple projects effectively and to meet deadlines.
- Ability to problem-solve, be creative, open-minded, and flexible
- Strong written and oral communication skills
- Ability to work within budget limitations
- Ability to work collaboratively and professionally with Executive Director, national office staff, local Board members, committee members, volunteers, families, and donors
- Attention to detail
- Proficiency in Microsoft Office and willingness to attend continuing education opportunities as needed
- Ability to work proficiently in a database program. LMS training provided upon hiring

Specific Accountabilities:

- **Ensures the Playhouse meets or exceeds a Strong rating for all requirements on the Programs and HR/Volunteer Management, and Operations/Facility SOEs**
- **Program Oversight and Continuous Improvement**
 - Ensure all programs and activities at the Playhouse meet the stated objectives and branding messages delivered by the GiGi's Playhouse national office
 - Maintain a project log for ongoing improvement of current programs and activities to help inform better solutions
 - Partner with National Program Director to leverage and continually improve centralized strategies and tools for program execution and volunteer management
- **Volunteer/Program Management**
 - Oversee and schedule all volunteers including Speech Language Pathologist
 - Prepare or coordinate preparation with the volunteers of lesson plans for all programs
 - Manage all key volunteers to ensure all programs and activities are fully supported by volunteers for the needs of the Playhouse, and meeting with them on a regular basis to keep up to date on needs and news
 - Schedules volunteers to best accommodate curriculums
 - Ensure proper gratitude for all Playhouse volunteers, including informal acts of thanks as well as annual volunteer appreciation activity and volunteer recognition, executing initiatives in collaboration with other team members
 - Solicit input from local families (at least annually) regarding program needs and schedules
- **Administrative / Office Management**
 - Answer phones, respond promptly and professionally to all phone, e-mail and web inquiries
 - Greet and connect with all visitors to the Playhouse, including families, volunteers and donors
 - Maintain the physical appearance of the Playhouse; ensure a welcoming, clean, and safe environment for families and donors.
 - Manage basic office organization
 - Assist Program Leaders and Volunteers with administrative needs as requested
- **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. All training provided upon hiring
 - Continually seek opportunities to track program impact and document it in Salesforce, while minimizing program interference and volunteer paperwork
 - Manages program creations and outcomes including all one-on-one and group programs as required by Programs SOE in Salesforce.
- **Program Marketing**
 - Collaborates with Operations & Volunteer Coordinator to inform and inspire families, volunteers, donors and other constituents via social media, website, blog, and email newsletter campaigns by sharing pictures, news, events, volunteer needs and stories
 - Continually captures success stories, quotes, blogs and quality pictures during programs for use in marketing efforts
 - Collaborate with other team members to prepare a monthly e-newsletter and blog by gathering Program and Best of All Moments from volunteers, caregivers, and participants. E-newsletters must go out by the 3rd of each month

- **Stewardship & Outreach**
 - Create and maintain a Playhouse wish list
 - Assist with all local and regional fundraisers as needed including before, during and after the event.

- **Program Strategy and Planning**
 - In partnership with Operations & Volunteer Coordinator, local Board 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.

- **Stewardship with National Office and Local Board of Managers**
 - Attend monthly INC calls and respond appropriately to network-wide requirements from the National Office
 - Follow all national guidelines and policies as outlined in the Sugar Land Operations, Programs and Human Resources manuals
 - Collaboratively provide guidance as needed to other GiGi's Playhouse locations
 - Assist with all local and regional fundraisers as needed including before, during and after the event.
 - Communicate effectively with the Executive Director so they are apprised of Playhouse activities, needs and concerns and they can communicate effectively to the Board of Directors
 - Seek ways to collaborate with local Down Syndrome organizations, community businesses, schools, and libraries in partnership with Board Program Committee and Executive Director

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 _____