



## **Program and Volunteer Coordinator (PV Coordinator)**

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### **About GiGi's Playhouse:**

At GiGi's Playhouse Wausau our mission is to change the way the world views Down syndrome and send a global message of acceptance for all. We do this by offering free educational, purposeful, and social programming for individuals of all ages, and all abilities. We are a 99% volunteer-run nonprofit organization made possible by the generous support and participation of our community. We are proud to offer a warm, supportive, welcoming family environment that is open for all to learn, socialize and play.

GiGi's Playhouse Wausau is one of 50+ brick and mortar locations across the United States and Mexico. We are part of the national GiGi's Playhouse, Inc Down Syndrome Achievement Centers organization (founded in 2003), who provides us a franchise model, program design, and resources for operations.

### **Job Description:**

GiGi's Playhouse Wausau is seeking a full time (40 hours/week) Program and Volunteer Coordinator (PV Coordinator) to help facilitate the programs offered in person at our Down Syndrome Achievement Center located in Weston, WI. Hours are flexible, but because our programs are held at the most convenient time for our participants and volunteers, this position will require some evening and weekend hours.

The PV Coordinator's main goal is to oversee successful implementation of group and one-on-one programs according to the models developed by GiGi's Playhouse, Inc. To achieve this goal, the PV Coordinator is also responsible for the recruitment, training and scheduling of the volunteers who support those programs and the Playhouse in general. This salaried position includes responsibilities in administration as well as program and volunteer coordination.

**Reports To:** Playhouse Manager, GiGi's Playhouse Wausau

**Location:** GiGi's Playhouse Wausau (at Weston Marketplace)

**Employment Status:** Full-time (some evening and weekend hours will be required)

**Salary:** Depending on Experience

**Benefits:** Available

**Position Start Date:** May 2023

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Program Coordination – Responsibilities include:**
  - Ensure all programs at the Playhouse meet the stated objectives and branding messages as guided by the GiGi's Playhouse, Inc national office
  - Manage one-on-one and group program sessions and outcomes in Salesforce database, as required by the Programs Standards of Execution
  - Maintain a project log of ongoing opportunities for improvement of current programs.
  - Attend national programming calls and collaborate with GiGi's national network to continually improve strategies and tools for program execution and volunteer management
  - In partnership with Program Committee and Playhouse Manager, define long term (6-12 months) program plan, including program sessions, themes, 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
  - Inform committees of feedback and opportunities for better solutions to grow participation, program offerings, and family engagement satisfaction.
  
- **Volunteer Coordination – Responsibilities include:**
  - Identify opportunities to network and recruit new volunteers
  - Host and lead monthly in-person New Volunteer Orientation sessions
  - Follow-through and effective communication with candidates, including initial and on-going training as needed
  - Maintain current volunteer information in database (Salesforce), including volunteer availability, interests, background checks, and onboarding documents
  - Determine volunteer needs within the Playhouse, schedule volunteers into appropriate roles, and inform program leads of new placements
  - Ensure volunteers are prepared with lesson plans and materials for all programs
  - Meet regularly with key volunteers to ensure all programs and activities are fully supported
  - Coordinate volunteer recognition and appreciation events
  
- **General & Administrative– Responsibilities include:**
  - Ability to work collaboratively and professionally with the Playhouse team, board members, volunteers, families, donors and the national office staff
  - Greet and connect with all Playhouse visitors including families, volunteers and donors
  - Respond promptly and professionally to program and volunteer related e-mails, web

- inquiries and phone calls
- Become proficient in Salesforce (relational database), Microsoft Office and other software to document and track volunteer activity, program participation and program outcomes (training will be provided)
- Assist with community outreach and fundraising events as needed to help ensure they are adequately staffed with trained volunteers
- Represent the Playhouse through media, at volunteer recruitment and community events
- Continually capture success stories, quotes, and quality pictures during programs for use in marketing efforts
- Develop and share content to inform and inspire families, volunteers, donors and community partners via social media, blog, and email newsletter
- Ensure program and volunteer-based website and social media pages are up to date, including calendar of programs and events
- Assist with maintaining the appearance of the Playhouse to ensure a welcoming, clean and safe environment for families and donors
- Assist with administrative needs as requested

### **Competencies:**

- *Teamwork:* Balance team and individual responsibilities; exhibit objectivity and openness to others' views; give and welcomes feedback; contribute to building a positive team spirit; put success of team above own interests; able to build morale and group commitments to goals and objectives; support everyone's efforts to succeed
- *Problem Solving:* Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem solving situations; use reason even when dealing with emotional topics
- *Written and oral communication:* Ability to express ideas and thoughts verbally; express ideas and thoughts in written form; exhibit good listening and comprehension; keep others adequately informed; select and use appropriate communication methods
- *Adaptability:* Adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events
- *Innovation:* Display original thinking and creativity; meet challenges with resourcefulness; generate suggestions for improving work; develop innovative approaches and ideas; present ideas and information in a manner that gets others' attention
- *Planning/Organizing:* Prioritize and plan work activities; use time efficiently; plan for additional resources; set goals and objectives; organize or schedule other people and their tasks; develop realistic action plans
- *Quality:* Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality
- *Customer Service:* Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; meet commitments
- *Technical Skills:* Assess own strengths and weaknesses; strive to continuously build knowledge and skills related to technical tools

### **Qualifications:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's degree preferred; or related experience in social services, nonprofit organizations, or special education
- Experience and/or positive disposition to working with individuals with disabilities
- Excellent communication skills, both oral and written, including ability to communicate in a professional manner with press and community contacts
- Ability to problem-solve, be creative, open-minded, resourceful, and flexible
- Strong computer and technology skills
- Self-motivated, able to work independently and prioritize, good organizational skills, detail-oriented, and able to multi-task to meet deadlines
- Enthusiasm for the mission of GiGi's Playhouse

### **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