

Job Title

Program Manager

Classification: Full-time, Exempt

Reports to: Director of Programs

Staff Supervision: No

Role Summary

For Love of Children (FLOC) is seeking a sharp business mind and a proven ability to strategize and implement high-level program initiatives for FLOC's Programs. As a natural born leader, you will have a strong talent for project coordination and delegation. Ultimately, you are passionate about the success of young people, and thrive in an environment where professionals, volunteers, families, and especially youth are positively impacted by community-based programming.

The Program Manager will supervise Program Coordinators and interns, oversee the management of hundreds of volunteers, develop and build partnerships with community groups, foundations, and local agencies, including DCPS, work with the NTP staff and the D.C. educational community to devise and implement high quality evaluation and training methodologies for program participants, continue to foster an open environment built on soliciting input from program participants, and FLOC program staff to increase the quality as well as effectiveness of programs, and develop and maintain reporting structures that provide meaningful data that will be used to drive instruction and program evaluation.

The ideal candidate is a self-starter and will thrive in a dynamic work environment focused on ensuring that program goals, performance targets, and milestones are met during the fiscal year, especially with respect to academic performance of students and volunteer training. We invite you to apply for this position as your next career move.

This role offers the opportunity to maintain a strong presence and involvement in the community to make a positive contribution; coordinates educational resources for high-need students which may include attending parent/teacher conferences, outreach to school counselors and teachers, requests for IEPs, report cards, and standardized test scores; seeks better ways to accomplish defined work goals and objectives; strives to stay current on new ideas and trends in out-of school-time programming and the fields of college access and postsecondary success.

Work You'll Do

- Provides professional guidance and managerial support to staff members to ensure program goals, performance targets, and milestones are met during the fiscal year, especially with respect to academic performance of students and tutor training.
- Coordinates the operation of FLOC's Programs to confirm that assigned responsibilities are completed according to specifications, budgets, and timelines.
- Responsible for researching, developing, and working with staff to maintain the program curricula and assessments.
- Develops quarterly reports demonstrating student progress in both a quantitative and narrative form.

- Monitors virtual, onsite, and off-site tutoring programs.
- Oversees acquisition and maintenance of curricular resources and supplies, and ensures that curriculum correlates to local educational learning standards.
- Conducts quality assurance to ensure the curriculum is being implemented appropriately.
- Constructs and reviews annual programmatic goals through a yearly work plan.
- Serves as spokesperson for FLOC's programs and assists the Development team with program fundraising.
- Implements FLOC's attendance and behavior management policies consistently and effectively.
- Coordinates the design and implementation of an all day training session in the reading and mathematics curricula for tutors, as well as ongoing training sessions in areas of youth development.
- Implements the train-the-trainer model; ensuring all program staff have appropriate knowledge of curricula for the purposes of training tutors and operating programs.
- Develop and refine internal procedures for enrolling applied students into programs.
- Demonstrates a working knowledge of the curricula, including the necessary expertise, skills and abilities to be successful in this position.
- Assists with training for site coordinators, new staff members & interns.
- Assists the recruitment team and other teams with additional projects as needed.
- Possess the ability to review curriculum and tutor students using the material provided.
- Maintains a supportive, organized, and cohesive attitude while building positive relationships with students.
- Works to align current programmatic offerings with long-term strategic growth.
- Working with other Managers, plan for expansion in ways that do not detract from current programming.
- Ensure that the Director of Programs and staff are kept apprised of all program developments and are able to prioritize them accordingly. This includes coordination internally with Recruitment and Outreach and externally with partnerships.
- Monitors day-to-day operations related to on and off-site activities affiliated with the FLOC's Programs.
- Collect and analyze program implementation data.
- Delivers quality service to customers, solicits feedback, and seeks to continuously improve customer service.
- Assist with exporting data for program evaluation and other grant requirements.
- Exercises oversight and provides operational guidance and advice.
- Performs a full range of managerial functions: assigns, directs, and reviews the work of staff; evaluates staff performance; plans, schedules, and coordinates work operations; addresses issues or problems related to work operations.
- Take proactive steps to minimize delays in delivery.
- Regularly communicates with customers/clients to arrange meetings, confirm program schedules, and discuss any program problems.
- Ensures that customers and/or clients are regularly informed of the status of the program.
- Forecasts potential schedule delays and develops alternate plans.
- Serves as the liaison with other FLOC programs, the Fred Taylor Scholarship Fund Committee, local schools, and other non-profits; establishes and monitors all new and pre-existing partnerships.
- Assists with the development of guidelines for student assessment and creates monthly, semester, and final assessment reports; develops a fall, end of year and

summer quarterly report demonstrating student progress in both a quantitative and narrative form.

- Assists with the development of other support sessions that help volunteers effectively serve FLOC students.
- Develops and conducts on-going training for staff; solicits feedback from staff to strengthen training, demonstrates a working knowledge of the curricula, including the necessary expertise, skills and abilities to be successful in this position.
- Ensures CLPs staff have content expertise and design training to ensure that they'll be successful in their role.
- Performs other related duties as assigned.

Oversee day-to-day and continuous development to the Project Based Learning and SAT Preparation services within the City Leaders Program for growth, improved implementation, and impact results, specifically tasks include:

- Support the Project in reaching strategic goals.
- Coordinate with partner organizations.
- Direct staff, interns, and other contracted staff as needed.

Assist with event planning, grant support, and other projects as needed. Tasks related to this job include:

- Lead and/or assist in the planning and implementation of the City Leaders Program sponsored events including; a Showcase, Career Night, College Night, FLOC Awards Dinner, End of Year Party or any other events related to the program.
- Assist in other fundraising efforts as needed.

About the Team

The Program Manager will join a talented team of mission-driven staff that believes in the mission and vision at FLOC. As a member of the Programs team this individual will be heavily involved in the day-to-day tasks affiliated with the Programs at For Love of Children.

This individual will be expected to have excellent communication skills, be exceptionally motivated, extremely organized, and a highly committed rising star who will work within Washington D.C.

Now Let's Talk About You

You are someone with:

- Bachelor's degree or equivalent work experience,
- Excellent oral and written communication skills and effective solicitation and organizational skills are required;
- Highly organized and detail-oriented;
- Experience in non-profit fundraising, development, or communications experience preferred;
- High functioning ability with computer software and applications, including MS Word, MS Excel, Raiser's Edge, and Google Suite products;
- Knowledgeable and passionate about youth development and education issues in Washington DC;

FLOC'S Vision

Our vision is a city where every child's potential – regardless of zip code, skin color or family status – is unlocked with a post-secondary degree, opening the doors to success in life.

We believe...

- Every child matters and is equally important.
- The best education combines quality in the classroom with enhanced learning opportunities outside the classroom.
- Every family who needs and wants these opportunities should have guaranteed access.
- Every child deserves a clear, viable path to a post-secondary degree.

Benefits

FLOC offers competitive salaries based on the experience and skills of employees. Additionally, FLOC provides a comprehensive benefits package that includes:

- Medical
- Dental
- Vision
- 403(b)
- Ancillary benefits

Next Steps

If this sounds like the sort of role for you, apply now by visiting the Career's page on FLOC's website.

Equal Employment Opportunity Disclaimer

For Love of Children is committed to a policy of equal opportunity for all persons without regard to race, creed, color, sex age, religion, national origin, disability, citizenship, sexual orientation, political affiliation, or any other illegal basis or discrimination. Applicants and

employees receive equal opportunity in recruitment, hiring, promotion, discipline, transfers, benefits, services, training, termination and all other personnel procedures. FLOC believes

that every employee should have the opportunity to achieve his or her potential, limited only by individual ability to perform the work, level the effort, experience and training, and should be able to work in an environment free of discrimination or sexual or other harassment.