

Position Title: Associate Director of Core Programs

Reports To: Director of Programs

Status: Exempt, Full Time

Compensation: Commensurate with experience. Full benefits. Flexible work schedule.

Location: Based primarily in our Santa Clara (Milpitas) and San Mateo County (Redwood City) offices.

Note: *The role of this position will require flexibility as the scope of work could potentially shift in the next fiscal year.*

Associate Director of Core Programs - Position Summary

The Associate Director of Core Programs (ADCP) is a strategic, collaborative and results-oriented leader with strong evaluative, management, and implementation skills who will lead and manage programs according to FLY's theory of change. With performance management and organizational leadership skills, the ADCP will supervise core program leaders (Law, Leadership and Aftercare Programs) in two jurisdictions, ensuring that program health indicators are closely monitored and programmatic outcomes are accomplished. The ADCP will work closely with the Director of Programs (DOP), Associate Director of Innovative Programs (ADIP) and other jurisdictional leaders to create momentum and connectivity that links performance management and high quality service delivery to effective program implementation.

Working closely with other senior and program leadership, he or she will: 1) provide organizational leadership and support to core programs across two jurisdictions; 2) oversee the implementation of systems for performance management and optimization of core programs and staff; 3) own additional strategic duties and stakeholder relationships that directly relate to the impact, structure, fidelity and funding of core programs, as assigned. This position will work closely with the DOP, the fund development and grants management team including the Director of Government Affairs (DGA), as well as the finance and operations team, to ensure that programmatic funding requirements are met and that core program resources are managed effectively to deliver high quality services.

The ADCP will represent FLY in stakeholder collaboration efforts and leverage engagement of FLY's executive and senior leadership teams as is necessary to advance FLY's work with systems partners and funders across jurisdictions. The ADCP will provide insight on FLY's efforts to implement its Theory of Change and its program expansion efforts. This position requires someone whose passion for FLY's vision is matched with strong leadership, crisp decision-making in the face of complex challenges, and a proven track record of program management and team development. The ideal candidate will be a leader, strategist, manager, and executor. He or she will be flexible, adaptable and a strong implementer that manages towards outcomes and model fidelity.

Primary Responsibilities

- **Program Staff Supervision and Performance Management**
 - Hire, train, develop and supervise a team of high-level Program Managers for core programs. Lead team members in setting individual and program-wide goals, guiding the process of incremental execution, and maintaining accountability for goal achievement.
 - Co-facilitate cross-program Manager Meetings and facilitate trainings as needed, with support from the Talent Department
 - Conduct annual reviews of direct reports.



- In conjunction with the DOP, lead and coordinate the Core Program Managers' efforts to develop, manage, and evaluate highly effective programs and organizational systems.
- **Program Operations**
 - Oversee effective day-to-day operations of core programs in Santa Clara and San Mateo Counties, including the structure and functioning of all program components, to ensure that FLY offers comprehensive, integrated programming that supports youth growth and achieves outcomes.
 - In collaboration with DOP, ensure compliance with key governmental and private contracts and funding agreements specific to core programs. Provide input and insight to support the DOP and other key leadership with the design and implementation of policies and procedures for program management and evaluation that integrate youth input, talent initiatives, organizational development goals and performance management systems.
- **Cross-Functional Collaboration, Leadership and Relationship Management**
 - Work closely with the DOP, Associate Directors and Program Managers, as well as other Directors and Chiefs, to provide leadership and strategic direction to the organization.
 - Work with the DOP and Associate Director of Evaluation and Learning to ensure the advancement of FLY's Learning Agenda through the implementation of FLY's Theory of Change and participation in the TOC Implementation Committee.
 - Work with the DOP, Evaluation and Learning team, as well as the Finance and Development teams to make decisions regarding contract deliverables and assess the program's ability to meet contract requirements.
 - Collaborate with the DGA and DOP to negotiate grant and contract reporting requirements as needed, to ensure government and community engagement efforts prioritize access to FLY's youth and put service quality above all else.
 - Manage key relationships essential to the success of core programs and actively maintain these relationships to ensure consistency of messaging and reputation of FLY's mission and brand.
 - Collaborate with DOP and DGA to support the identification and execution of core programming expansion in San Mateo County.
 - *Other duties as needed and assigned.*

Qualification and Competency Requirements

Positional Competencies – required for our Associate Director of Programs

- ORGANIZATIONAL AND PROGRAM MANAGEMENT EXPERIENCE – At least two to three years of demonstrated success providing leadership to staff in a nonprofit, government, educational or private sector organization. Track record of successful program and performance management. Experience developing creative structures of support/accountability among peers and teams. Proven administrative skills.
- DIRECT SERVICE EXPERIENCE – At least three years' experience working with underserved and disadvantaged youth is highly preferred.
- ADVANCED ACADEMIC EXPERIENCE - BA required. Graduate level education or comparable work experience is a plus.
- PEOPLE, PROJECT AND PROGRAM MANAGEMENT SKILLS - Exemplary people management skills, strategic leadership abilities, and the ability to link the development of people with achievement of organizational outcomes. Effective team leadership skills. Cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires. Strong supervisory skills and proven success supporting staff development and empowerment.
- LEADERSHIP CHARISMA – Interpersonal charisma. Flexible, energetic and outcomes-oriented self-starter who brings a creative approach to solving problems.

Managerial Competencies

- **TEAM LEADERSHIP** - Invests in staff using both collaboration and guidance; models desired behaviors; builds on strengths and facilitates growth in areas of weakness; seeks input, assesses risks and makes decisions; creative approach to challenges; and creates and communicates vision and then empowers team to carry out that vision.
- **PERFORMANCE MANAGEMENT** - Sets clear goals with staff and uses data to evaluate progress towards goals; facilitates other people's realization of their maximum potential; proactively addresses performance issues by diagnosing problems, developing solutions and monitoring progress; and celebrates accomplishments.
- **OPERATIONS MANAGEMENT** - Develops and implements operational systems that support the organizational mission; regularly evaluates systems for effectiveness; anticipates challenges and responds appropriately to unforeseen problems; demonstrates good instincts regarding long-term impact and implications of action; and makes effective decisions and achieves results in the midst of change.

Organizational Competencies – required at FLY

- **SYSTEM-WIDE THINKING** – Builds vision guided by the Strategic Plan and the needs of youth being served. Uses role to champion FLY's strategic vision internally and externally. Strategizes and implements rather than just completes tasks.
- **GROWTH MINDSET** – Possess the belief that all people are capable of change and that “all our children deserve a chance to become more than their past mistakes.” Coaches and develops staff with a strengths-based approach.
- **EMOTIONALLY INTELLIGENT & CULTURALLY RESPONSIVE** – Able to be aware of one's own emotions, perspectives, beliefs, and identities, as well as respond respectfully to those of others. Ability to adapt to change and respect differences in perspectives, beliefs and identities in a diverse environment.
- **DECISIVE AND ACCOUNTABLE** – Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate rapid solutions, with understanding of the inherent risks and the implications of making tough decisions. Accountable to young people, organizational and programmatic results, and the FLY Team.
- **STRONG COMMUNICATION SKILLS** – Exceptional oral and written communication skills including the demonstrated ability to research, assimilate and analyze information, compose documents, and present data in a clear and concise manner to appropriate personnel, including the ability to effectively present information to top management and program staff.
- **COMPUTER SKILLS** – Proficiency with applications including Microsoft Word, Excel, PowerPoint and Outlook. Use of Google Docs, Google Drive and Gmail.

HOW TO APPLY:

FLY's Director of Talent and Administration Michelle Sambrano and Director of Programs Sue Han are leading this search.

Please submit your resume and a cover letter outlining your interest and the reasons why you are best suited for the position and would be a great addition to the FLY team.

Applications along with where you learned of the position (and salary history) should be sent to: jobs@flyprogram.org.