

**Position Title:** Leadership Program Manager

**Reports To:** Associate Director of Programs

**Status:** Exempt, Full Time

### **Leadership Program Manager - Position Summary**

The Leadership Program Manager assumes responsibility for all functions of the Leadership Training Program and program staff and will report to the Associate Director of Programs. This position is responsible for overall planning, management, and completion of program projects. Will work with Associate Director of Programs to plan and execute grant-mandated program deliverables. Other duties include developing and managing program activities and timelines; attending program activities and events; implementing project protocols; analysis and collection of data; writing and editing reports; and managing program budget. Should be familiar with the juvenile justice population, have experience working with at-risk youth, and be willing to collaborate with other non-profits and outside services. The Program Manager will provide monthly/weekly support meetings for program staff; will attend mandatory meetings and trainings; and participate in mandatory stakeholder projects. This position supervises Santa Clara County Leadership program staff and provides cross-program support/relations in both Santa Clara County and San Mateo programs.

### **Primary Responsibilities**

- **Manage Leadership Training Program**
  - Responsible for day-to-day managing of Leadership Training Program and meeting of all program deliverables and outcomes, (i.e. youth recruitment, youth service hours, attendance targets, etc.)
  - Lead team meetings and one-on-ones to ensure cohesion among team members, provide guidance, oversight, and relevant feedback
  - Manage Leadership Training Program budget which includes managing program funds; monitoring, tracking, and approving expenses made by Leadership Training Program staff; ensuring staff submit receipts and mileage reimbursements in timely manner
  - Lead, plan and execute FLY's Youth Leadership Retreat. 3 day overnight trip that takes place 2x a year(Fall and Spring)
  - Plan Weekly, Monthly, and Year Long Community Service Projects and Activities
  - Lead Leadership Training Program staff in organizational meetings leading up to and debrief meetings following the community service projects and activities
  - Provide relevant and appropriate feedback to staff to support their professional growth
  - Plan and Implement Annual Leadership Training Program Retreat
- **Assist with Program Staff Hiring and Orientation**
  - Participate in screening and interviewing for new Program staff, as needed



- Create and implement 90-day Training/Assimilation plan for all new Program hires
- **Supervise Direct Reports**
  - Responsible for program deliverables for Leadership Training Program 3-Case Managers and 1-Program Assistant
  - Provide professional development training and opportunities to staff in collaboration with the Director of Talent
  - Conduct regular 1-1 meetings with staff
  - Conduct Annual and 90-day Performance Reviews
  - Develop training plans and trainings for staff
- **Prepare Grant Reports and Program Audits**
  - Maintain accurate, organized and up to date records of all program components
  - Compile relevant data and write professional quarterly and year-end grant reports for Leadership Training Program funding sources
  - Train and support Leadership Training Program staff in their roles and responsibilities for audits
  - Supervise and guide Leadership Training Program staff in updating of all Leadership Training Program information, paperwork, documentation and binders
- **Enhance Program Policies and Procedures**
  - Lead Leadership Training Program staff in brainstorming and implementing improvements to the program design and curriculum
  - Develop, revise and document policies and procedures for program additions or modifications
  - Create and update Program, Event/Activities, and other manuals
  - Create and update all Program protocols, forms, and case management tools
  - Document all new processes for running an effective Program (i.e. policies and procedures)
- **Lead Recruitment Efforts of Youth From FLY's Law Program**
  - Collaborate with FLY's Law Program team to create open communication of potential Peer Leaders to help establish a solid pipeline of youth.
  - Speak with parents or guardians of youth and explain the Leadership Training Program
  - Oversee youth referral collection and entry into FLY's ETO Database System
  - Interview and Screen All Leadership Training Program Youth Applicants
  - Lead Leadership Training Program Staff in screening and selection of appropriate youth



- **Cross-County and Program Collaboration**
  - Work effectively to create and continue collaboration between counties and programs within FLY.
  - Openly share best practices, areas of opportunity and solutions.
  
- **Engage In Community Meetings/Events**
  - Identify ways to participate and engage in community events and meetings to understand the needs of the community in which the clients live
  - Attend and actively participate in regular community meetings, Multi-Service Team (MST), as needed/allowed
  - Represent FLY at community resource fairs
  - Build and nurture relationships with community members
  - Provide statistics and data to Community Resources, donors, and/or grant stakeholders, as needed

*Other duties as needed and assigned.*

## **Qualification and Competency Requirements**

*Positional Competencies – required for our Program Managers*

- **PROGRAM MANAGEMENT EXPERIENCE** – At least three years demonstrated success providing leadership to staff in a nonprofit, government, educational or private sector organization. Track record of successful program management. Experience developing creative structures of support/accountability among peers and teams. Proven administrative skills.
- **RELATIONSHIP BUILDING** – with youth, parents, those representing the juvenile justice system, and other key external stakeholders.
- **BUDGET MANAGEMENT** – Managing a comprehensive budget for all program and staffing needs, ensuring compliance with government and foundation grants and contracts.
- **DATA ANALYSIS** – Experience understanding data and how it informs programmatic changes and impacts performance management.
- **DIRECT SERVICE EXPERIENCE** – at least three years' experience working with underserved and disadvantaged youth is required.
- **ADVANCED ACADEMIC EXPERIENCE** - BA required; MA/MBA/MSW strongly preferred.

### *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.
- **THEORY OF CHANGE** – An understanding of theory of change and its ability to drive outcomes and success. An ability to interpret data reports as a tool for performance and programmatic change.
- **TIME MANAGEMENT** - Concentrates efforts on FLY priorities; Develops efficient systems, processes and tools.
- **DECISIVE NATURE** - 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.
- **ACCOUNTABILITY** – 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.
- **INTERPERSONAL CHARISMA** – Flexible, energetic and outcomes- oriented self-starter who brings a creative approach to solving problems.