

<b>Position Title: Vice President of Programs</b>	<b>Job Code:</b>	<b>Overtime Status:</b>
<b>Incumbent Name:</b>		<b>X Exempt Non-Exempt</b>
<b>Department:</b>	<b>Location:</b>	
<b>Reports To: President &amp; Chief Executive Officer</b>	<b>Number of People Supervised:</b>	
	<b>Indirect 25 - 40 employees, direct front line managers</b>	
<b>Creation Date: November 2006</b>	<b>Revision Date(s) :</b>	
<b>Position Purpose: Ensures match growth and quality through leadership of service delivery functions.</b>		
<b>Organization Chart Attached:</b>	<b>Yes</b>	<b>No</b>

**POSITION PURPOSE**

Establishes strategic direction for the program function and oversees program design and implementation to ensure achievement of annual goals. Ensures collaboration and alignment with other internal departments and advocates for support from community partners.

***Job Responsibilities***

The following statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.



<b>Essential Duties and Responsibilities</b>	
Accountable for program performance. Monitors operational effectiveness using work flow and tracking systems (i.e. MATCHFORCE); gathers accurate information for reports, tracks performance & develops measures to ensure growth, Minimize BBBS risk and meet annual agency program goals.	
Communicates to CEO and Board of Directors on matters of program effectiveness, youth outcomes and child safety. Establishes and ensures a system for quality assurance and youth protection.	
Plans, leads and drives implementation of programs designed to increase and strengthen Big and Little match relationships and youth development. Manages critical service and workflow issues that are impacting the ability to provide quality services. Develops and implements new program initiatives to expand mentoring services or target community issues as directed or needed.	
Develops and maintains positive working relationships with faith- based, community, school and business leaders in the service area to educate them regarding the agency's mission, promote involvement in agency activities, and gain their support of the agency.	
Drives cohesion with recruitment/partnership and fund development departments to ensure an on-going supply of targeted volunteer candidates and resources to support agency programs. Leads communications across departments and within departments related to service delivery and customer service to enhance program implementation, communicate policy and assure compliance.	
Hires, engages, develops, and holds staff accountable to work efficiently and effectively and to achieve individual and team goals while complying with local polices and national standards of practice. Establishes and ensures a system and culture of continuous staff learning, development and succession planning.	
Leads performance management practices with creation of reports (including statistical results), analysis of trends and issues and presentation of information to different audiences (CEO, other agency staff management, Board of Directors) as needed. Ensures program component of the agency's Annual Self-Assessment (required by BBBSA) is completed in a timely manner.	
Establishes and oversees program segment of agency's overall budget Ensures that all systems required to track and report on program functions due to grant requirements are established and maintained as needed.	
Ensures agency develops and maintains an organized, customer-centric service delivery model, (outreach, customer service, enrollment, and match support) reviews and updates as needed.	
Develops and enhances the agency's outreach efforts to ensure that the agency's image, mission, values, and advocacy for children and youth are properly communicated to people throughout the service area.	
Surfaces "best practices" that can be integrated into nationwide models for replication and investments. May represent agency at regional or national level.	
Other duties as assigned	

<b>Travel Requirements (list as a % of total work time)</b>	<b>5-10%</b>
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<b>Critical Job Specific Competencies</b>	<b>High Performance Indicators</b>
<b>CONTINUOUS QUALITY &amp; PERFORMANCE IMPROVEMENT</b>	Able to encourage team members to share ideas that lead to improvement; minimize barriers to accomplishing the team's work; hold others accountable for identifying and removing obstacles that negatively affect quality; monitor the group's process for quality and efficiency issues that become targets for improvement; establish measures / benchmarks to track individual and/or team performance.
<b>DECISIVENESS &amp; JUDGEMENT</b>	Able to consider both the short and long term impact of decisions; plan for how the consequences of decisions affect the team; coach others to make effective decisions; hold others accountable for making sound decisions; make and act on decisions even if they are unpopular. Able to establish resources and/or processes to gather information/data for problem solving or analysis; create an environment that supports cross-functional analysis and problem solving; ensure that organization-level decisions are based on data and sound reasoning.
<b>DEVELOPS CAPABILITY</b>	Able to proactively coach others to help improve their contribution; provide positive as well as constructive feedback on an ongoing basis; take responsibility for holding regular coaching and development discussions with team members; delegate assignments which provide others learning opportunities; reinforce the value of active learning and highlight its organizational impact for others; seek ideas from others in improving the team's capabilities; ensure that others are taught key skills.
<b>FLEXIBILITY &amp; ACHIEVING CHANGE</b>	Able to help others overcome their resistance to change; gain others' willing participation for change initiatives; help others translate new change goals into practical implementation steps and adapt to change without disruption of productivity; coach others in accomplishing goals in an unstructured environment. Able to pursue and generate innovative ideas that further the group or team's goals and foster an environment that encourages innovation.
<b>GETS RESULTS</b>	Able to create an environment of accountability for meeting agreed upon expectations; hold others accountable for managing the performance of a group; eliminate barriers to group performance; lead/champion efforts that increase productivity and goal accomplishment throughout the group or team; drive the implementation of systems that reward employees for contributing to group or team goals.



<b>STRATEGIC ALIGNMENT</b>	Able to ensure that all systems in the group or department are aligned toward achieving strategic goals; continually communicate and reinforce the highest priority initiatives to keep the group or department focused on the right things; hold others accountable for meeting the needs of the group or department rather than optimizing the performance of only their function; ensure that the group or department has broad strategies and plans that focus on community needs; set and articulate a compelling vision for the group or department. Able to focus team on delivering services in a way that enhances / maximizes performance.
<b>VALUING DIVERSITY</b>	Able to make diversity/inclusion an integral part of overall long term plan; sponsor/mentor individuals from a variety of backgrounds and perspectives; communicate and enforce a department-wide zero-tolerance policy toward inappropriate, illegal or discriminatory behaviors; hold all managers (including self) accountable for achieving diversity/inclusion goals; make departmental or team changes that enhance workforce diversity. Able to communicate internally and externally that diversity/inclusion is an integral part of how your organization does business.

<b>KEY RELATIONSHIPS</b>				
	<b>Provide and/or Receive Routine Information</b>	<b>Work In Partnership with Others to Accomplish Individual Tasks</b>	<b>Educate and Mentor Others</b>	<b>Persuade and Influence Others &amp; Outcomes in Complex Situations</b>
<b>Internal Relationships</b>	X	X	X	X
<b>External Relationships</b>	X	X	X	X

<b>EDUCATION&amp; RELATED WORK EXPERIENCE</b>
<b>Education Level:</b> (minimum & preferred educational requirements necessary to perform this job successfully)
Bachelors degree required, Masters degree preferred.
<b>Years of Related Work Experience :</b> (minimum & preferred related work experience necessary perform this job successfully)
3 – 5 years (sm. Agencies) / 5-7 (large agencies) years of related work experience required with progressive management responsibilities preferably at the senior management level. Experience in youth development field, a plus.



SKILLS AND KNOWLEDGE								
							Required	Preferred
Ability to communicate in English, both orally and in writing							X	
Standard office equipment (phone, fax, copier, scanner, voice mail, email)							X	
Demonstrated ability to quickly learn about youth development / program design							X	
Demonstrated ability to make presentations that move people to action							X	
MS Outlook	Basic		Intermediate	X	Advanced		X	
MS Word	Basic		Intermediate	X	Advanced		X	
MS Excel:	Basic		Intermediate	X	Advanced		X	
MS PowerPoint:	Basic	X	Intermediate		Advanced		X	
Other:								
Other:								
License/Certificates:								

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS (Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)
Minimal physical requirements to include walking, standing, sitting at work station; normal office environment.

Acknowledgements
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>
Signature: _____ Date: _____
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>
Signature: _____ Date: _____
<b>Human Resources Approval :</b>
Signature: _____ Date: _____

**Equal Employment Opportunity**

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

**Americans with Disabilities Act**

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.