Position Guide

Vice President of Programs

www.biglittlecolorado.org
Our Mission and Vision:
Big Brothers Big Sisters of Colorado’s vision is that all youth achieve their full potential. Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

By partnering with parents/guardians, volunteers and others in the community we are accountable for each child in our program achieving:
- Higher aspirations, greater confidence, and better relationships
- Avoidance of risky behaviors
- Educational success

Who is Big Brothers Big Sisters of Colorado?
Founded in 1918 in Denver, Big Brothers Big Sisters of Colorado (BBBSC) is the oldest and largest mentoring organization in the state. Through our one-to-one mentoring model, we serve children and teens who live in low-income, single-parent families. We estimate there are over 45,000 children in metro Denver and Colorado Springs who fit this demographic. These children face daunting obstacles to their success in school and opportunities later in life. Research has shown children and teens living in poverty are at greater risk for several negative outcomes, including poor academic achievement, abuse and neglect, behavioral and socio-emotional problems, physical health problems, teen pregnancy, and dropping out of school. They are also at increased risk for homelessness, and are more likely to be underemployed or unemployed as adults.

BBBSC serves these children through a portfolio of mentoring programs, including a Community model, a “Sports Buddies” Site-based model, and a new and innovative high-school mentoring program model, called Mentor2.0. These programs exceed the highest national standards for quality and safety, and follow evidence-based practices that long-term independent research has proven produces successful outcomes. BBBSC has won national awards for program quality and is recognized as a leader in youth mentoring.

In 2020, Big Brothers Big Sisters of Colorado will support nearly 1,800 one-to-one mentoring relationships between children facing adversity and adult volunteer mentors. These mentoring relationships will impact youth by helping them to:
- Improve their sense of self and sense of future.
- Form positive relationships with peers and family.
- Avoid risky or delinquent behavior.
- Achieve educational success.

Big Brothers Big Sisters of Colorado was recently selected by Colorado Results First for an innovative cost-benefit analysis that helps states invest in policies and programs that are proven to work. Colorado Results First is an initiative led by the Governor's Office of State Planning and Budgeting and finds that every dollar invested into Big Brothers Big Sisters of Colorado is projected to yield a greater than 300% positive social return on investment.
Position Description

General Purpose:
Under the direction and supervision of the Chief Executive Officer (CEO), the position is responsible for the design, implementation, support, and oversight of all agency mentoring programs. The Vice President of Programs ensures child and volunteer safety, match growth, match retention and match length goals are met through leadership of recruitment, enrollment, match and retention functions. This position is responsible for overall quality and capacity building of agency direct services through an ongoing process of program and staff development, supervision, monitoring, and evaluation of service staff. Generally, this position is responsible for developing programs in concert with the organization’s vision, mission, and strategic plan.

The VP of Programs directly supervises all members of the Program Leadership Team, including all Program Managers, and assigned staff.

Essential Duties/Responsibilities:

Each employee in Big Brothers Big Sisters of Colorado helps to extend the mission of the agency in particular ways as outlined in the position description. The essential functions of this position include, but are not limited to the following:

- Plan, lead and implement programs in all offices that are designed to recruit volunteers and children and make and support long and strong mentoring relationships.
- Ensure that the agency is in compliance with BBBS national standards and other expectations as outlined in grant and other funding requirements.
- Manage organizational effectiveness, using evidence-based data from both internal program evaluation and external research and evaluation efforts.
- Manage enrollment, match, or other process issues that are impacting the ability to provide quality services.
- Provide oversight of data management systems in a way that supports program success and maximum efficiency while adhering to privacy and other data standards.
- Lead agency efforts to continually evaluate relevancy of programs to fulfill the community’s needs and provide oversight of evidence-based innovation.
- Develop and implement recruitment and outreach efforts of families and children.
- Review and make final decision on children and volunteers recommended for acceptance or non-acceptance into program. Address concerns or appeals regarding those decisions.
- Collaborate with recruitment staff to ensure an on-going pool of appropriate volunteer candidates to support agency programs and goals.
- Oversee the development and implementation of new programs, by providing ideas, information and support for all program-related funding and grant applications and monitoring and/or completing grant/funding reports.
- Provide human resources management for program staff, including direct supervision of the members of the program leadership team.
- Oversee the hiring and onboarding of all new program staff with support from the Program Leadership Team.
• Own responsibility for overall quality assurance of program by ensuring that each department is performing in line with quality standards as outlined both locally and by BBBS of America.
• Prepare annual performance evaluations of program leadership staff. Participate in, approve, and review the performance evaluations of other program staff.
• Assume direct program service responsibilities if the need arises on temporary basis.
• Keep CEO informed on direct service delivery and key metrics.
• Meet with senior management team and CEO regularly to coordinate and plan strategies that promote agency growth and success.
• Actively participate in annual budget planning process with senior management team.
• Maintain accurate and efficient system of program service reporting, including monthly, quarterly, semi-annual and annual statistics to reflect client service and staff accountability. Report and interpret data to CEO on monthly basis and to the Board as requested.
• Oversee development and implementation of volunteer and staff training.
• Serve as primary program staff person to the Board of Directors.
• Complete annual assessment, required by BBBS of America, of program practices to ensure compliance with National Standards of Practice.
• Conduct and/or oversee child safety training to insure quality program of prevention & to meet insurance requirements.
• Provide and promote full participation of staff in department activities and provide a sense of teamwork with other departments of the organization.
• Actively participate in national or other professional committees as relevant to the success of the agency, the BBBS network, and the field of mentoring.
• Represent agency in community and BBBS network meetings and through collaborations with other service providers.
• Create strong partnerships with external agencies that focus on building capacity and revenue growth.
• Participate in public speaking engagements as needed and with agency’s fundraising efforts by showcasing program needs, assets, and impact.
• Other duties as assigned to meet the needs of the organization

The Vice President of Programs will work full-time (i.e. 40 hours per week), primarily from the BBBSC office in Englewood, Colorado. Working during non-traditional work hours (i.e. after 5:00 and/or on weekends) is required regularly to best meet the needs of the community and the agency.

Supervisory Duties:
• Provide direct supervision and support to Program Managers.
• Provide direct supervision and support to assigned staff.

Requirements:
• Bachelor’s degree in social work or related field required; Graduate degree preferred.
• Five or more years of progressive experience in a highly collaborative, non-profit environment.
• Understanding of issues/barriers that impact children and families from underserved populations
• Four or more years of experience supervising staff.
• Experience in project and/or volunteer management in a field related to social work, social services, or community relations preferred.
Must have willingness to and experience with facilitating trainings and presenting to groups of people.
Ability to work from main office but travel consistently to and from sites, Colorado Springs satellite office, and other community meetings.
Passion for mission and desire to learn and grow professionally required.
Access to reliable automobile, valid driver’s license, auto insurance required.

Must have exceptional skills in:
- Supervision
- Verbal and written communication
- Coaching
- Effective partnership
- Time management and self-initiative
- Operations and administration
- Problem solving
- Conflict resolution
- Organizational management
- Team building
- Computer databases and spreadsheet technology (including Excel)

Must possess a proven ability to:
- Articulate belief in the mission of the agency and the practices of youth mentoring and positive youth development.
- Lead groups and facilitate discussions.
- Meet required deadlines and manage time effectively.
- Seek out new methods and principles, and be willing to incorporate them into existing protocol, practices, and policies.
- Plan, organize, develop, implement, interpret and support goals, objectives, policies, procedures, etc.
- Respond to common inquiries, issues, or complaints from employees, regulatory agencies, or members of the business community.
- Foster a work environment that shows respect and sensitivity for cultural differences.
- Promote a harassment-free work environment.
- Deliver customer service with both internal and external partners.
- Maintain a high level of personal and professional integrity and ethics at all times.
- Ensure confidentiality and security of sensitive data.
- Build a diverse workforce.
- Build morale and group commitment to goals and support everyone’s efforts to succeed.
- Develop conceptual alternatives and think globally and critically.
- Set clear expectations; delegate appropriately, and hold others accountable.
- Facilitate and manage cross-department and cross-company collaboration.
- Support the Leadership Team in making decisions to enhance the program development and management.
- Work with peers at the leadership and middle management levels to advance the mission of the agency.

Professional Performance:
- Adhere to all personnel guidelines of the agency.
• Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the agency.
• Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem-solving orientation to all tasks.
• Perform all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency guidelines and conforming to the scheduling requirements of the job and program.
• Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies.
• Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of agency business.
• Actively strive to upgrade professional skills though engaging in appropriate professional training and experience.
• Actively strive to create and maintain a culturally sensitive and appropriate environment through communication and interaction that demonstrates respect for diversity.

Inclusiveness Statement
BBBSC is dedicated to implementing inclusiveness as a tool to strengthen and enrich every aspect of our organization. BBBSC continually strives to meet the needs and reflect the diversity of the communities we serve by valuing and respecting the individuality of all our employees, volunteers, board members, children, families and community partners.

Equal Employment Opportunity
BBBSC strives to make all personnel decisions without regard to race, creed, age, color, religion, national origin, ancestry, gender, gender expression, marital status, sexual orientation, veteran status, disability, or any other protected class as required by applicable law. All employees are expected to actively support these principles and objectives in our work environment and with others with whom we come into contact.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties and responsibilities, and required skills. Job description and duties may be subject to change to meet the needs of the organization. Management retains the discretion to add or change the duties of the position at any time.

To apply, please submit a cover letter, salary requirements and a current resume to hr@biglittlecolorado.org. NO PHONE CALLS PLEASE.

Website: www.biglittlecolorado.org