

## PROGRAM MANAGER

**Job Status:** FULL TIME

**FLSA Status:** EXEMPT

**Reports To:** After School Division Director

**Work Schedule:** Mon. – Fri. with hours scheduled between 6 AM and 6PM occasional Sat. or evenings

**Positions Supervised:** Site Supervisors

**POSITION SUMMARY** The position of AFTER SCHOOL program manager ensures the delivery of quality school-age programming by providing leadership, training and oversight of program staff and site operations. Each program manager is accountable for assigned sites.

**Reasonable Accommodations Statement:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

### **Hire, train, supervise, and manage Site Supervisors:**

- Recruit, hire, train, and retain program staff for assigned sites according to policies and procedures established by the organization.
- Assess staff strengths and staff and program needs to determine best staff placement.
- Assist with planning and implementing of start-up and year-round orientation and training for staff and volunteers.
- Ensure staff have access to resources in the form of books, kits, materials, consultants and training opportunities.
- Maintain personnel files according to licensing and company requirements and monitoring staff credentialing.
- Build supportive, respectful mentoring relationships with their assigned site supervisors.
- Regularly visit assigned program sites provide meaningful coaching and role-modeling to staff.
- Assist in conducting exit interviews with terminating staff.

### **Oversight of program operation and quality assurance at assigned sites:**

- Work with site staff to meet be compliant with licensing and meet all risk management and quality accreditation standards implemented by the organization. Work with site staff to correct any non-compliance or violations in a timely manner.
- Collect, monitor, and provide feedback on monthly site lesson plans and provide feedback on the daily execution of plans.
- Assist in the implementation of program design
- Provide oversight of site newsletters.
- Assist supervisors to set short and long-term program objectives
- Monitor a system for introducing all new staff, including substitutes, to sites, youth and parents.

### **Overall support to After School program:**

- Ensure site supervisors develop strong professional relationships with program families, the school community and community at large.
- Support and promote organization and site activities such as family gatherings, the annual spring fairs, all day programs, and summer day camp.
- Create a work atmosphere that promotes problem-solving and open communication.

### **General Administrative Duties:**

- Monitor all timesheets, mileage and other required records and providing to appropriate administration staff in a timely manner.
- Assist the division director in developing, implementing and monitoring of the budget.
- Assist in recruiting volunteers.
- Maintain effective communication with other administrative staff and division director.
- Provide oversight and monitor effective use of site funds/checkbook and other record-keeping.

## COMPETENCIES

A qualified and successful employee in this position must effectively and continuously demonstrate the following:

**Staff Management** – Build effective relationships; act with maturity; demonstrate the highest level of reliability; get work done through others; influence and leadership skills; direct and motivate staff to meet goals; good to excellent organization, time management, and delegation abilities; coach and develop employees so their skills and abilities expand; correctly prioritize daily and weekly workloads.

**Personal Values**—Act in a fair and just manner guided by the Wisconsin Youth Company’s mission and ethics.

**Team Player**—Listen well and treat colleagues with respect; raise concerns and resolve conflict in ways that preserve relationships and encourage productivity.

**Embraces Diversity**—Demonstrate an attitude and behavior of appreciation of others and commitment to inclusion.

**Customer Oriented**—Serve children, families, organizational partners and co-workers by focusing effort on meeting their needs, understanding their concerns and seeking to build and maintain genuine relationships.

**Leadership**—Proactively identify problems and devise solutions and innovation to address them; accept responsibility and be dependable and trustworthy; use sound judgment and promote safety awareness as a company value.

## SKILLS & ABILITIES

**Education: Some college with State-approved, child-related college courses required. Credit-based coursework in management required.**

**Experience: One year management and one year working in school age child care or equivalent required**

**Computer Skills: Microsoft pro office suite**

**Certificates & Licenses:**

**Other Requirements: Must have transportation to sites throughout the county.**

## PHYSICAL DEMANDS

Physical Demands			Lift/Carry	
Stand	O (Occasionally)		10 lbs or less	F (Frequently)
Walk	O (Occasionally)		11-20 lbs	O (Occasionally)
Sit	F (Frequently)		21-50 lbs	O (Occasionally)
Handling / Fingering	F (Frequently)		51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)		Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)		<b>Push/Pull</b>	
Climb	N (Not Applicable)		12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)		13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)		26-40 lbs	O (Occasionally)
Bend	O (Occasionally)		41-100 lbs	N (Not Applicable)

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.