



Position : Program Manager

ORGANIZATION:

Since 1968, Big Brothers Big Sisters of Central Arkansas has been based in Little Rock, AR and has operated under the belief that inherent in every child is incredible potential. As the nation's largest donor- and volunteer-supported mentoring network, Big Brothers Big Sisters makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles"), ages 5 through young adulthood in communities across the country. We develop positive relationships that have a direct and lasting effect on the lives of young people. Big Brothers Big Sisters helps children realize their potential and build their futures. We nurture children and strengthen communities.

OUR MISSION:

To create and support one-to-one mentoring relationships that ignite the power and promise of youth.

POSITION SUMMARY:

Organizational Overview: Big Brothers Big Sisters of Central Arkansas is a non-profit organization dedicated to empowering youth through mentorship. Our mission is to provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever.

Position Overview: The Program Manager is responsible for ensuring the quality, effectiveness, and sustainability of our mentoring programs. This individual will play a critical role in cultivating relationships with partners, families, and volunteers ("Bigs") to deliver high-quality mentoring experiences. Additionally, the Program Manager will lead fundraising initiatives and event management to support program growth and sustainability. Key responsibilities include program evaluation, partnership development, fundraising, and community engagement to enhance program impact and reach.

The Program Manager supervises and directs the work of Specialists and Interns.

Job Responsibilities:

- Cultivate and maintain strong relationships with program partners, families, and volunteer mentors (Bigs) to ensure quality program delivery and participant satisfaction.

- Monitor and evaluate program activities to assess effectiveness and impact, implementing necessary adjustments to ensure program goals are met.
- Implement and collect surveys from Littles (youth participants) and Bigs to gather feedback and assess program outcomes.
- Conduct ongoing reviews of program operations to identify areas for improvement and implement strategies to enhance program quality.
- Lead efforts in Big recruitment, enrollment, and matching processes to ensure successful mentor-mentee relationships.
- Provide support and guidance to matches, ensuring that match support services are effectively delivered and addressing any issues or concerns that may arise.
- Develop and deliver training sessions for Bigs, parents/guardians, and community partners, including workshops and orientation sessions to prepare them for their roles within the program.
- Plan and coordinate match events, orientations, and other program activities to engage participants and strengthen relationships within the mentoring community.
- Collaborate with community partners to identify additional opportunities and resources for Bigs and Littles, enhancing the overall impact and reach of the program.
- Participate in fundraising efforts, including grant writing, donor engagement, and sponsorship outreach to secure financial support for the program.
- Plan and manage fundraising events and community engagement activities to raise awareness and generate revenue for the organization.
- Work closely with the leadership team to develop and implement strategies for long-term program sustainability and growth.

Job Qualifications:

- Bachelor's degree in human services, nonprofit management, or a related field from an accredited university.
- Previous experience in program management, youth development, or a related field, with a strong understanding of mentoring principles and practices.
- Experience in fundraising, event planning, and donor relations preferred.
- Excellent communication and interpersonal skills, with the ability to effectively engage and collaborate with diverse stakeholders.

- Strong organizational skills and attention to detail, with the ability to manage multiple tasks and priorities simultaneously.
- Demonstrated ability to analyze data, evaluate program outcomes, and implement strategies for continuous improvement.
- Experience in volunteer management, recruitment, and training preferred.
- Commitment to the mission and values of Big Brothers Big Sisters of Central Arkansas.

PHYSICAL REQUIREMENTS

- Light work that includes moving objects up to 20 pounds.
- Moving about to accomplish tasks.
- Communicating with others to exchange information.

EQUAL OPPORTUNITY:

BBBSCA provides equal service 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 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. The above statements are intended to describe the general nature and level of service being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Position Description may be subject to change to meet the needs of the organization. Your service term with BBBSCA is “at will,” meaning that either you or AmeriCorps VISTA may end your service at any time and with or without cause.

HOW TO APPLY:

Please submit a resume and cover letter outlining your qualifications and interest in the position to kkoenigsfest@bbbbsca.org. Applications will be reviewed on a rolling basis until the position is filled.

Big Brothers Big Sisters of Central Arkansas is an equal opportunity employer and welcomes candidates from all backgrounds to apply. We are committed to fostering an inclusive and supportive work environment where all employees can thrive.