

# CAREERS



**Big Brothers Big Sisters**  
OF CENTRAL ARKANSAS

**Job Title:** Senior Director of Programs  
**Department:** Programs  
**Supervises:** 2-3  
**Reports to:** Chief Executive Officer  
**FLSA Status:** Full-time, Non-Exempt **Last Reviewed:** October 7, 2021

## OUR MISSION:

The Big Brothers Big Sisters of Central Arkansas (BBBSA) 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.

Each employee in Big Brothers Big Sisters of Central Arkansas helps to extend the mission of the agency in particular ways as outlined in the position description.

## JOB SUMMARY:

The Program Director administers the agency program service, ensuring compliance with national, state, local and grant requirements, policies, procedures and standards. This position will be responsible for overall quality and capacity-building of service through an ongoing process of program and staff quality improvement measures, staff development, supervision, monitoring, and evaluation using program metrics. This position is a key member of the agency's Management Team.

## SUPERVISORY RESPONSIBILITIES:

The Program Director supervises and directs the work of Match Support Specialists, as well as the program interns.

## DUTIES/RESPONSIBILITIES:

- Develop annual goals with the Chief Executive Officer for the number of matches, quality metrics improvements and standards of excellence.
- Provide direct and group supervision through meetings, discuss ongoing service, quality improvements, statistical reports and caseload management issues.
- Monitor the activities of assigned staff and ensure their accountability for time and performance.
- Oversees the assignment of volunteers, children and matches to program staff, maintaining caseload equity.
- Responsible for the development and implementation of outreach efforts for families and children as needed to build capacity.
- Complete and/or oversee an audit of program files to ensure adherence to program policies and procedures.
- Serve as staff liaison to provide staff evaluation of services, manual and file audits, performance reports and other requests from the Board of Directors.
- Ensures that the Program Manual and program forms and materials are maintained and available. Schedule an annual revision process with designated staff participation.
- Hire, develop, train and prepare performance evaluations of assigned program staff in a timely manner; ensuring that all assigned staff is competent and receives necessary ongoing professional development as needed.
- Maintain accurate and efficient systems of program service reporting to include annual impact and outcomes, file audit, monthly, quarterly, semi-annual and annual statistics to reflect client service, client and volunteer satisfaction and staff accountability.
- Report and interpret data to Chief Executive Officer on a monthly basis.
- Collaborate with the professional staff and Executive Director to design and/or arrange volunteer and program staff training modules as needed.
- Oversee and manage the collegial relationships with schools and site-based partners and any other partners; respond to all issues in a timely fashion.
- Assume direct service responsibilities if the need arises on a temporary basis.
- Assist the Chief Executive Officer and/or designee in the development and implementation of new programs and with funding/grant applications as needed

- Routinely scan the BBBSA website, reading pertinent periodicals and literature, and attending conferences and trainings, funding permitting.
- Attend regularly scheduled meetings with Chief Executive Officer to review monthly program reports, strategies, activities, results and to discuss and develop ideas that will achieve the agency's goals.
- Works with local agencies, organizations, and committees to ensure appropriate presence and visibility in the community.

### **JOB QUALIFICATIONS**

- Bachelor's degree in Human Services or related field from an accredited university.
- Must have supervisory experience, preferably in the non-profit sector, including process management and/or quality improvement.
- Proficiency in the Microsoft Office suite and database management.
- Reliable personal transportation, valid driver's license, and state required automobile insurance minimums.
- Strong interpersonal skills with the ability to effectively partner with diverse populations and geographic areas.
- Excellent public speaking, presentation, and writing skills.
- Sound technical skills, analytical ability, good judgment, and strong operational focus; able to balance quality, and service with operational needs.
- Demonstrated ability to think strategically and work collaboratively to inspire, motivate, and focus internal and external team members to the agreed upon goals.
- Detail- and results-oriented approaches to management and growth.

### **REQUIRED SKILLS AND ABILITIES**

**Strategic Agility** – See ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can articulate visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans.

**Interpersonal Savvy** – Relates well to all kinds of people inside and outside the organization; builds appropriate rapport; listens, builds constructive and effective relationships; uses diplomacy and tact; truly values people, can diffuse even high-tension situations comfortably.

**Results** - Can be counted on to meet and even exceed goals successfully, is constantly and consistently one the top performers; very bottom-line oriented; steadfastly pushes self and has the ability to motivate and inspire others for results.

**Process Management** – Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integrations; can simplify complex processes; gets more out of fewer resources.

**Perseverance** – Pursues everything with energy, drive and a need to finish; seldom gives up before finishing; especially in the face of resistance or setbacks.

### **COMPENSATION AND BENEFITS**

- Compensation (\$5, 000 to 65,000) commensurate with experience. Great benefits include: company sponsored health insurance, paid vacation, holidays, parental leave, retirement benefits allowance, and more.
- As an equal opportunity employer, Big Brothers Big Sisters is committed to providing employment opportunities to all qualified individuals and does not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or characteristics, or any other basis prohibited by applicable law.
- Big Brothers Big Sisters encourages people from underrepresented backgrounds to apply, particularly Black, Indigenous, and People of Color (BIPOC); those who are first in their family to attend college; adults without a college degree; LGBTQIA community; and people from low-income backgrounds.

### **BENEFITS**

Full time employees will be eligible for all benefits including vacation and sick days and organization holidays. You may participate in all benefit programs that Big Brothers Big Sisters establishes and makes available to eligible employees, under (and subject to all provisions of) the plan documents that govern those programs. Currently, Big Brothers Big Sisters offers medical, dental and vision, life, accidental death and dismemberment and disability coverage, other retirement plan benefits.

*Contents may be subject to change to meet the needs of the organization.*