

Program Services Manager

Position: Program Services Manager

Work Location: Flexible, must be able to attend regular in-person reviews and program observations for Boston and Cape-based staff

Hours per week: Full-Time

Agency Description

At Big Brothers Big Sisters of Eastern Massachusetts (BBBSEM) we believe that every child deserves to have a mentor in their corner and to ignite and defend their potential. That's why **we are committed to promoting the healthy development of children through the nurturing of continuing, one-to-one friendships with caring responsible adults**, supported by trained professional staff. To accomplish this we partner with schools, workplaces, and volunteers all over Eastern Massachusetts to bring our program and services closest to youth who need them.

Role Summary

As a Program Services Manager you will be a key part of the program services team, helping to manage program services staff, and ensuring our processes and results line up with the Agency's strategic goals and objectives. You will be entrusted with building high-impact relationships with your staff through coaching, counseling, and teaching. You will also be responsible for your team's training and the quality of their work. As needed, you will work alongside other Program Services leaders to recruit and train the best talent to join our team.

Key Responsibilities

- Utilize mastery in all enrollment and match support functions to guide staff and directly support team success.
- Manage continuous improvement in quality and service delivery to ensure increasing numbers of constructive, satisfying and lasting relationships
- Hire, supervise, coach and develop Program Services staff
- Continuously analyze and benchmark performance metrics (quality, quantity, efficiency) to identify best practices, develop/enhance methodologies, and identify areas for improvement
- Manage, in coordination with the Program Directors and the Chief Program Officer, escalations from staff with regard to procedural, clinical, and safety/risk management issues encountered in supporting match relationships.
- Develop and implement new staff orientation and training
- Implement on-going staff training and knowledge development to drive continuous improvement in the quality and competency of the match support staff.

- Conduct ongoing quality assurance audits of individual staff, including review of documentation and recorded conversations as well as in-person evaluations of Enrollment and program-specific interactions.
- Partner with other agency departments to fostering the agency's culture of openness, positive change and growth.
- Create a motivating, high energy environment. Be solution-oriented and take ownership of your team's success and shortcomings.
- Participate in Agency events and perform additional tasks assigned by the Director(s) of Program Services, Chief Program Officer, and/or CEO

Basic Qualifications

- Three to five years of non-profit leadership experience in customer support, customer relationship management, human or social services
- Proven experience managing professional staff/interns who must use critical thinking, assessment and relational support skills (guiding, supporting, confronting, advising, negotiating) to do their work
- Ability to travel to different locations throughout Eastern Massachusetts
- Highly proficient with MS Office (Outlook, Word, Teams, etc.), Experience with Salesforce, and knowledgeable with business analysis tools and systems

Desired Qualifications

- Strong leadership skills with the proven ability to manage, motivate, and develop individual staff and teams to exceed quantitative and qualitative goals
- Demonstrated comfort and ability to work with and motivate a wide variety of people, including youth and adults, with a preference for candidates with experience in racially, ethnically, and socio-economically diverse urban and/or recent immigrant communities
- Proven ability to direct multiple projects concurrently. Superior project management, organizational, and problem-solving skills.
- Experience analyzing data and making strategic decisions based on that data
- Experience working with diverse populations of adult and youth; experience working with volunteer populations desired. Demonstrated ability to provide superior service and apply sound judgment when working with these groups.
- Excellent verbal, written and interpersonal communications skills
- Enthusiasm, creativity, a positive sense of humor, and a "can do" attitude