POSITION/TITLE	Senior Program Director	**FLSA STATUS CLASS**	Exempt
GROUP	Programs & Services	**DEPARTMENT**	Programming
REPORTS TO	Vice President of Programs, Chief Programs Officer	**FT/PT STATUS**	FTE
SALARY RANGE	$40,000 to $70,000	**GRADE**	4
PRIMARY LOCATION	Greater Pittsburgh Area	**DIRECT REPORTS**	2-5

Sarah Heinz House's mission is to empower all kids to Laugh, Learn, and Lead.

DISCLAIMER: The information presented indicates the general nature and level and work expected of employees in this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all job duties, responsibilities, qualifications, and objectives required of employees assigned to this job. Duties, responsibilities, and activities may change at any time with or without notice.

JOB DESCRIPTION

POSITION SUMMARY/OBJECTIVE

The Senior Program Director for the **Sarah Heinz House** (SHH) is responsible for the planning, implementation, performance, evaluation, and supervision of overall daily operations of all non-STEAM programs with the primary concern for a comprehensive, outcome-driven programs and service delivery, supervision, and training of staff (direct and indirect reports), resource management, community relations, and membership administration. Advises and assists Director of Programs and Services in the areas of volunteer recruitment and management, advisory council development, resource management, personnel issues, budget development, and program development.

ESSENTIAL FUNCTIONS

Leadership

- Provide leadership and direction to Program Directors in the management of their designated areas. Attends and participates in SHH Leadership Committee meetings and keeps stakeholders advised of issues.
- Ensure an environment that facilitates achievement of Youth Development Outcomes, with overall responsibility for cleanliness, attractiveness and safety of properties and equipment.
- Establishing, maintaining, and nurturing positive professional relationships with youth served, volunteers, staff, and the community.
- Establishing a program setting that is physically and emotionally safe and welcoming for all who participate.
- Recruitment, Training and Supervision of older members who would eventually develop into assistant instructors.
- Recruitment, Training and Supervision for all full-time, parttime employees, Adult Volunteers and Member-Aged Volunteer Leaders for department related programs
- Establishing and nurturing community collaborations involving life skills education for youth.

Program Development & Oversight (internal)

- Developing, planning, organizing, and implementing specialized programming for youth in preschool through twelfth grade (i.e., keystone, torch, summer day camp, and specialty camps)
- Evaluating and improving department and overall programs
- Evaluating youth performance (attendance, skill attainment, attitude, leadership, service, etc)
- Assisting with planning, organizing, and implementing various in-house special events throughout the year
- Planning, organizing, and implementing summer programs related to the department.
- Ensures the development and implementation of a strategic planning process for overall programs, including the development of annual program objectives.
- Ensures quality improvement of programs by conducting program evaluations and annual written analysis of member needs and interests. Compiles monthly statistical reports reflecting all activities, attendance, and participation.

Outreach & External Programming

- Develop and coordinate outreach events in the community.
- Manage external programs that may be delivered off-site in the school and/or community partner setting.
- Manage all aspects of middle-school and high-school leadership programs, e.g., Keystone and Torch, that may be run off-site with community partners, including but not limited to registering teams, making travel plans, guiding

participants, communication with parents/partnering organizations, securing and training volunteers and attending competitions with the teams.

- Manage financial resources, participating in the development of programming annual budgets. Control expenditures against budget, making recommendations for expenditures to purchase supplies and equipment.
- Ensure administrative and operational systems are in place, overseeing the maintenance and operation of the properties and equipment of the 'House', including use of facilities by outside groups.
- Recruit, select, manage, and provide career development opportunities for staff and volunteers. Conduct and attend regular staff meetings.

Cross-Departmental Collaboration

- Working closely and effectively with office staff on issues such as the monthly Bulletin, payroll, expense reports, etc.
- Cross Training and working outside the confines of the STEAM and Social Services department, performing other duties as needed to benefit youth or Sarah Heinz House in general.
- Collaborate with Development and Marketing Department on funder visits, funding requests, grant deliverables and marketing materials.

Partnership Development

- Develop collaborative partnerships with public, civic groups and social agencies within the community. Represents the organization and interprets its objectives, standards, and programs.
- Develops and maintains public relations, promoting and stimulating membership within the Club. Coordinates all publicity for programs and services within the Club and the community.
- Maintains close, daily contact with staff to interpret and explain organizational mission, program objectives and standards, discuss issues, and provide/receive information. Has contact with members as needed to discipline, advise, and counsel.
- Maintains contact with external community groups, schools, members' parents and others to assist in resolving problems.

Perform all other duties as assigned.

CORE COMPETENCIES

Strong Written and Verbal Communication Skills
Effective Time Management
Displays Interpersonal Effectiveness
Results and Outcomes Focused

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- BS, or BA from an accredited college or university or related field or 5 years of equivalent experience.
- Act 33/34 and FBI clearances required. National Criminal Background Check; National Sex Offender Registry; Pennsylvania Criminal Background Check and PATCH
- Must provide proof of full COVID 19 vaccination status.
- CPR/AED (OTJ provided)
- First Aid (American Red Cross) (OTJ provided)

PREFERRED SKILLS

- Proficient with technology on a variety of platforms e.g., Microsoft Office Applications, social media (LinkedIn, Twitter, etc.), Zoom, Collaboration Tools (Confluence, Boxed, etc.) and HRM
- SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP)
- Experience motivating and supporting others.
- Thorough knowledge of recreation and youth development theory.
- Demonstrated ability in personnel supervision, facilities management, and the recruitment and retention of key personnel.
- Strong communication skills, both verbal and written.
- Ability to recruit, train, supervise, and motivate staff.
- Ability to deal effectively with members discipline problems.
- Working knowledge of budget preparation, control, and management.