

**Position:** Vice President of Programs



**FLSA Classification:** Exempt

**Reporting Relationship:** Chief Operating Officer

**ABOUT BIG BROTHERS BIG SISTERS OF METRO CHICAGO (BBBSMC):**

**BBBSMC’S Mission** is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

**BBBSMC’S Vision** is that all youth achieve their full potential.

BBBSMC is an affiliate of the oldest, most respected mentoring organization in the US. BBBSMC is a professionally managed, mission driven, performance-based organization providing high quality, safe and impactful 1:1 mentoring services to over 2,200 children/families across four counties in Metro Chicago: Cook, DuPage and Lake Counties in Illinois and NW Indiana.

As Metro Chicago and Northwest Indiana’s largest donor and volunteer supported mentoring network, BBBSMC makes meaningful, monitored matches between adult volunteers (“Bigs”) and children (“Littles”) from age seven through high school graduation. Private corporate, foundation and individual contributions provide 94% of BBBSMC’S revenue base upon which we build programming that meets the needs of each child individually. Our programs are proven to keep kids in school, build positive behaviors and on the path to post-graduate success. Learn more at [www.BBBSCHGO.org](http://www.BBBSCHGO.org).

**BBBSChi’s Core Value** is a deep belief that Justice, Equity, Diversity and Inclusion is paramount and fundamental to BBBSChi’s success. We all work to build and maintain an inclusive and equitable work environment for our staff, volunteers, and program participants. It is our belief that every staff member should embrace JEDI principles in the decision-making process. Therefore, we fully expect the ideal candidate will carry out their function with these core values in mind and treat everyone respectfully, fairly and equitably.

**Position Summary/Essential Functions:**

The Vice President, Programs will have overall strategic and operational responsibility for all program areas. As part of the Senior Management team, the incumbent in this position drives the overall strategy for BBBSMC programs and represents BBBSM on a local, and regional basis. The VP of Programs will be accountable for managing all program needs as well as responsible for creating, executing and evaluating all Program related tasks with the goal of advancing BBBS’ mission.

## **Supervisory Responsibilities:**

This position supervises two Program Directors, a Brand Manager, Family & Volunteer Engagement Coordinator and a Program Support Specialist

## **Responsibilities:**

- Accountable for program performance. Monitors operational effectiveness using work flow and tracking systems (i.e. Matchforce); gathers accurate information for reports, tracks performance and develops measures to ensure growth, while minimizing BBBS risk and meeting annual agency program goals.
- Communicates to COO, CEO and Program Committee on matters of program effectiveness, youth outcomes and child safety. Establishes and ensures a system for quality assurance and youth protection.
- Plans, leads and drives implementation of programs designed to increase and strengthen Big and Little match relationships and youth development. Manages critical service and workflow issues that are impacting the ability to provide quality services. Develops and implements new program initiatives to expand mentoring services or target community issues as directed or needed.
- Develops and maintains positive working relationships with faith-based, community, school and business leaders in the service area to educate them regarding the agency's mission, promote involvement in agency activities, and gain their support of the agency.
- Drives cohesion with recruitment/partnership and fund development departments to ensure an on-going supply of targeted volunteer candidates and resources to support agency programs. Leads communications across departments and within departments related to service delivery and customer service to enhance program implementation, communicate policy and assure compliance.
- Hires, engages, develops, and holds staff accountable to work efficiently and effectively and to achieve individual and team goals while complying with local policies and national standards of practice. Establishes and ensures a system and culture of continuous staff learning, development and succession planning.
- Leads performance management practices with creation of reports (including statistical results), analysis of trends and issues and presentation of information to different audiences (COO, CEO, other agency management staff) as needed. Ensures program component of the agency's Annual Self-Assessment (required by BBBSA) is completed in a timely manner.
- Establishes and oversees program segment of agency's overall budget. Ensures that all systems required to track and report on program functions due to grant requirements are established and maintained as needed.
- Ensures agency develops and maintains an organized, customer-centric service delivery model, (outreach, customer service, enrollment, and match support) reviews and updates as needed.

- Develops and enhances the agency's outreach efforts to ensure that the agency's image, mission, values, and advocacy for children and youth are properly communicated to people throughout the service area.
- Surfaces "best practices" that can be integrated into nationwide models for replication and investments. May represent agency at regional or national level.
- Represents the agency within the BBBS network in the program area.

### **Skills and Qualifications:**

- Bachelor's Degree, Master's Degree preferred
- 7-10 years of professional experience in Programs/Social Services field
- 3-5 years of proven leadership (preferably in the nonprofit arena) with experience supervising Directors
- Commitment to quality programs with the ability to achieve strategic objectives
- Ability to work effectively in collaboration with diverse groups of people
- Mission-driven, self-directed with demonstrated passion for BBBS' mission
- The ideal candidate will have a track record of effectively leading a performance-based and outcome-based program staff.
- Ability to manage and develop a strong team of staff, program managers/directors
- Strong written and verbal communication skills
- Solid judgment and leadership skills
- Impeccable integrity
- Strong analytical skills, basic business intuition
- Strong ethic

### **Work Environment:**

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, etc. There is an expectation to work in office a **minimum** of two days per week.

**To apply**, please forward your resume, cover letter and salary requirements to:

[BBBS Career Page](#)

Big Brothers Big Sisters of Metropolitan Chicago  
 Attn: Human Resources  
 560 W. Lake St., 5th Floor  
 Chicago, IL 60661

**BBBS is an Equal Employment Opportunity Employer**



1.23.2023