



Big Brothers Big Sisters
of Utah

Job Description

Position Title: Vice President of Programs
Position Classification: Exempt
Work Schedule: Negotiable
Supervisor: President/CEO
Updated: May 15, 2007

Broad Function:

The Vice President of Programs (VPP) lead the program department by cultivating and leading an environment of program growth and improved quality of services. The VPP will work closely with the CEO and management team to maximize resources to ensure quality matches for children who need and want a mentor. The VPP will manage the program team, and will serve as primary staff support (in program matters) for the CEO and Board. In these roles the VPP will be responsible for helping shape Agency strategy and for implementing a large portion of the Agency's operating plan.

Essential Duties and Responsibilities (in priority order)

1. Leads program department staff in creating strong results based culture that uses key metrics to measure success.
2. Ensures that high quality staff is selected, trained, developed and retained.
3. Develops annual department budget and monitors program performance to goals; develops plans for performance improvement as applicable.
4. Monitors organizational effectiveness using work flow database system (AIM); gathers accurate information for reports, tracks performance and develops measures to ensure growth and minimize BBBS risk.
5. Manages critical service delivery issues that are impacting the ability to provide quality service and informs the CEO as applicable.
6. Motivates and holds staff accountable to work efficiently and effectively and to exceed minimum standards and practices (i.e., meet or exceed all program services as outlined by agency program manual and National Standards).
7. Creates strong partnerships with organizations that focus on building volunteer capacity, sustained match and revenue growth.
8. Provides program reports to the CEO and provides support to the board as needed.
9. Collaborates with recruitment/partnership department to communicate and strategize on interventions needed to ensure an ongoing supply of appropriate volunteer candidates to support agency programs.
10. Surfaces "best practices" that can be integrated into nationwide models for replication and investments.
11. Participates in public speaking engagements as needed and in conjunction with agency fundraising efforts by showcasing program needs and assets.
12. Represents agency in community meetings and through collaborations with other service providers.

Travel Requirements (list as a % of total work time)	5-10%
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Leadership Competencies	High Performance Indicators
Drive for Results - Sets performance standards and does not give up on achieving goals no matter what the obstacles.	Sets and executes high performance standards and levels. Can persevere, sacrifice and expend high degrees of energy to reach high levels of performance and results.
Customer Focus - Demonstrates a concern for the needs and expectations of customers (volunteers, children, parents and uses an understanding of customers needs as the basis for organizational action.	Customer feedback and match retention metrics demonstrate high satisfaction levels.
Teamwork and Collaboration – Involves being willing to share and model a common agenda and set of values for the overall organization; communicating with others in a manner that builds a spirit of trust and collaboration and working to break down silos or boundaries in order to help the organization maximize the leverage from its combined resources.	Sponsors teamwork by: removing barriers in collaboration, values the contribution of all team members, discourages “we versus them” thinking, acknowledges and celebrates team accomplishments, seeks involvement of others in decision-making.
Flexibility – Involves learning quickly when facing new problems, enjoying the challenge of unfamiliar tasks and having a zest for mastering new situations. It often includes being willing to discard previous thinking as soon as it no longer applies and experimenting to find new solutions. Can shift gears comfortable and can decide and act without having the whole picture; isn’t upset when things are up in the air; doesn’t have to finish things before moving on, and can comfortably handle risk and uncertainty.	Can effectively cope with change. Can decide and act without having the total picture. Can comfortably handle risk and uncertainty. Is able to deal with changing priorities. Handles stress and pressure effectively. Can juggle multiple tasks and responsibilities. Uses flexible problem solving approach. Displays appropriate level of patience.
Personal Learning - Picks up on the need to change personal, interpersonal, and managerial behavior quickly. Watches others for their reactions to his/her attempts to influence and perform, and adjusts. Seeks feedback and is sensitive to changing personal demands and requirements and changes accordingly.	Creates personal learning plan and holds self accountable to achieve results. Seeks partner for accountability purposes and measures progress towards development goals.
Accountability and Execution - Demonstrating the mind/skill set necessary to execute and deliver results in a consistent and predictable manner. It includes setting well-defined objectives, clarifying individual roles and accountabilities, establishing effective and efficient work process, monitoring progress and taking timely acting action ensure that results are achieved and providing differentiated recognition/rewards to others based on their contribution to success.	Takes ownership of role, responsibilities, etc. Sets challenging goals and puts a top priority on getting results; conveys a sense of urgency and drives issues to closure; persists in the face of obstacles; demonstrates initiative and sets high personal standards of performance. Maintains a consistent, high level of productivity; is committed to the organization. Is self motivated and takes initiative.

Job Specific Competencies	High Performance Indicators
<p>Communication with impact - Involves expressing oneself clearly, concisely, and with conviction; adapts content and level of detail to the situation and tailors tone and voice to appropriate audiences; prepares and delivers clear, well-organized presentations; develops a smooth, polished delivery style and creates high-impact visual aids. Articulate and effective verbal and written communication.</p>	<p>Speaks with enthusiasm and expressiveness. Speaks clearly and concisely. Is articulate and gets point across. Listens well and therefore adapts content and level of detail to meet other people's needs whether written or verbally. Prepares persuasive written material. Uses nonverbal behavior appropriately to emphasize key points. Is effective in a variety of formal presentation settings: in one-on-one, groups, peers, direct reports and bosses. Commands attention and can manage group process during a presentation or discussion. Uses style and voice effectively.</p>
<p>Systems Thinking -The capability to connect processes, events, and structures- balance between process orientation and mental discipline. Employs a broad perspective to balance priorities in a way that accomplishes the overall goals of the agency.</p>	<p>Takes steps to make sure that new ideas are integrated with established procedures or processes; adheres to processes to make sure the right people are involved in a project; ensures successful implementation by building and connecting processes within the organization; displays rigor and discipline in thinking in difficult situations; thoughtfully reaches decisions by reviewing ideas and assumptions with key individuals within the organization; critically and thoroughly analyzes the data available on alternatives when seeking the best solution to a problem. Demonstrates understanding of the financial drivers that influence agency success. Accepts full accountability for the economic and social welfare of the total agency. Recognizes tension between growth and stability; allocates resources in order to build and leverage multiple capabilities to capture funding opportunities.</p>
<p>Consultative Approach - Able to facilitate organizational change and/or provide subject matter expertise on technical, functional and business topics during development or implementation and is able to do so by creatively fostering buy-in from clients/customers.</p>	<p>Anticipates when issues may arise and plans approach accordingly. Can be direct and forceful as well as diplomatic. Knows how to facilitate a meeting or discussion so that stakeholders come to their own conclusions. Has a ready store of accurate facts, anecdotes, and knowledge on hand to support ideas and position. Constantly looking for "best practices" insight and ideas to weave into a new consensus at the end of a meeting.</p>
<p>Empowering and Motivating Others - Involves creating a climate in which people want to do their best. The ability to motivate many kinds of direct reports and team or project members. Invites input from each person and shares ownership and visibility. Makes each individual feel his/her work is important. Is someone people like working for and with. Gets energy from making other people or organizations capable and strong rather than dependent.</p>	<p>Assesses each person's hot button and uses it to get the best out of him/her, pushes tasks and decisions down; invites input from each person and shares ownership and visibility; is someone people like working with and for.</p>
<p>Planning and Process Management - Accurately scopes out length and difficulty of tasks and projects; figures out the processes necessary to get things done.</p>	<p>Breaks down work into the process steps; develops schedules for task completion; anticipates and adjusts for problems and roadblocks; measures performance against goals; can see opportunities for synergy and integration where others can't. Can simplify complex processes; gets more out of fewer resources.</p>

EDUCATION& RELATED WORK EXPERIENCE

Education Level:

(minimum & preferred educational requirements necessary to perform this job successfully)

Bachelors degree required, Masters degree preferred

Years of Related Work Experience :

(minimum & preferred related work experience necessary perform this job successfully)

5-8 years of related work experience required with progressive management responsibilities preferably at the senior management level

SKILLS AND KNOWLEDGE

							Required	Preferred
Ability to communicate in English, both orally and in writing							X	
Standard office equipment (phone, fax, copier, scanner, voice mail, email)							X	
MS Outlook	<i>Basic</i>		<i>Intermediate</i>	X	<i>Advanced</i>		X	
MS Word	<i>Basic</i>		<i>Intermediate</i>	X	<i>Advanced</i>		X	
MS Excel:	<i>Basic</i>		<i>Intermediate</i>	X	<i>Advanced</i>		X	
MS PowerPoint:	<i>Basic</i>	X	<i>Intermediate</i>		<i>Advanced</i>			X
Other:								
Other:								
License/Certificates:								

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Minimal physical requirements to include walking, standing, sitting at work station; normal office environment.

Salary Range: \$45,000-\$65,000 (Negotiable based on experience)
 Vacation and Sick Benefits
 401 (K)
 Health and Dental Insurance