



Program Manager

Full-Time, 40 hours/week

Who We Are:

Big Brothers Big Sisters Greater Fredericksburg (BBBS) creates and supports one-to-one mentoring relationships that ignite the power and promise of youth. We believe that all young people deserve to achieve their full potential, and we are committed to making that vision a reality across Fredericksburg and surrounding counties.

What You'll Do:

- **Lead Program Operations:** Oversee and enhance the delivery of programs, ensuring compliance with BBBS Standards of Practice. Follow the program manual and policies/procedures for successful implementation. Track program metrics, improve efficiencies, and support the strategic and annual plans.
- **Manage & Support Staff:** Provide leadership, guidance, and training to Program Staff and interns. Monitor their activities, caseload, and accountability. Conduct quality assurance to ensure quality work. Create a team atmosphere.
- **Ensure Child Safety & Match Success:** Monitor mentoring relationships to promote positive outcomes, youth safety, and program engagement. Maintain current knowledge in the areas of youth safety and youth protection.
- **Utilize Data & Reporting:** Use Matchforce database to track staff workload, inquiries, enrollments, and current matches. Maintain accurate records, track key program metrics, and report on outcomes.
- **Strengthen Community Partnerships:** Develop and maintain relationships with schools, community organizations, and businesses to support recruitment and program success.
- **Directly Interact with Families:** Cross-train in all functions of the service delivery model and serve, as needed, in the absence of Program Staff. This includes enrolling new youth and volunteers in the program, and supporting a caseload of current mentorship matches.
- **Manage Special Projects:** Lead initiatives to improve service delivery, community engagement, and program expansion.

What We're Looking For:

- **Leadership Experience:** Previous experience supervising staff and managing programs, preferably in a nonprofit or youth-serving setting.
- **Tech-Savvy:** Comfortable and experienced in using databases like Salesforce and proficient in Microsoft Office. Quick learner when it comes to new technologies.
- **Strong Communication Skills:** Ability to build relationships, train staff, and represent BBBS in the community. Interpersonal skills with the ability to effectively



partner with diverse populations. Excellent writing and public speaking skills. Comfortable talking by phone or in-person.

- **Commitment to Youth Development:** Knowledge of trauma-informed care, mentoring, case management, and child safety best practices. Experience serving youth and working with volunteers from diverse backgrounds and experiences.
- **Detail-Oriented & Analytical:** Strong analytical and organizational skills with an ability to assess program effectiveness. Ability to focus team on goals with detailed and results oriented approach.
- **Flexible & Collaborative:** Ability to handle multiple tasks independently and as part of a team.

Benefits:

- **Starting Salary:** \$47,000-\$50,000 (40 hours/week).
- **Benefits:** Generous paid holidays, paid time off while office is closed between December 24 – January 1, paid time off that increases with tenure, 4% retirement contribution, Life and Long-term Disability Insurance, and mileage reimbursement.
- **Hybrid Schedule:** Requires mostly in-person work at the office and program sites Monday through Friday, with some remote work flexibility. Occasional evening and weekend commitments are needed but are known in advance.
- **Training:** Professional development and learning experiences.
- **Inclusive Culture:** We recognize, affirm, and celebrate the backgrounds, lives, and experiences of all our stakeholders, including youth, families, donors, volunteers, and staff.

Qualifications:

- Bachelor's Degree in Human/Social Services, Education, or a related field from an accredited university.
- 3-5 years of experience in youth development, program management, or leadership.
- Strong database/CRM management experience required, Salesforce preferred.
- Strong technology skills required, including Microsoft programs.
- Experience supervising staff and/or volunteers.
- Valid US driver's license, insured vehicle, and willingness to travel locally.
- Ability to lift up to 20 pounds.
- Bilingual in English and Spanish is a plus.

To Apply:

Please send your cover letter and resume to Sandra Erickson, Executive Director, at info@bbbsfred.org by May 27. Join us and make a difference in children's lives!



Our Commitment

At Big Brothers Big Sisters, we recognize, affirm, and celebrate the backgrounds, lives, and experiences of all of our stakeholders, including youth, families, donors, volunteers, and staff. We ensure the opportunity for all voices and perspectives to be heard and honored. In the workplace, we foster an environment where all people can be their best selves. We affirm that every person has the opportunity to reach their full potential. We strive to realize the full potential that is within all of us by ensuring that all voices and perspectives are heard and honored.

Equal Employment Opportunity

BBBSA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, citizenship, religion, national origin, age, sex, familial or marital status, pregnancy, military or veteran status, sexual orientation, gender identity or expression, genetic information, disability, or any other legally-protected status in accordance with applicable local, state, and federal laws, regulations, and ordinances.