



## Generations *United*

Generations United, a faith-based nonprofit organization in Redwood City & North Fair Oaks providing academic support and enrichment, seeks an experienced Program Manager to help oversee the day-to-day operations of our outreach programs. You will provide strategic guidance to the team in ways that promote the company's mission to empower students and families to their full potential. The ideal candidate will be an excellent leader and will have experience in managing a staff of different disciplines to produce results in a timely manner. They will be able to develop efficient strategies and tactics to ensure the goals of the organization are met.

**The Program Manager (PM)**, will supervise the team members who are responsible for:

- 1) Redwood City Reads Program and Academic Enrichment Centers (AECs),
- 2) Volunteers (currently: coordinate volunteers with programs and eventually manage the Volunteer Coordinator).
- 3) Parent Engagement/Community Involvement

With the supervision of the Executive Director will be responsible for the following:

### **Job Duties**

The Program Manager will develop all elements of the programs collaboratively with the Executive Director.

- Direct responsibility for staff as designated by the Executive Director (including weekly reports and systems for accountability- below on implementing plans)
- Weekly report to Executive Director
- Oversee orientation, training, and ongoing coaching for staff and volunteers. Includes topics of student- volunteer relationships, cultural awareness, mental health, and environmental stressors.
- Collaboratively plan the annual calendar of both programs, including all program activities, volunteer training, review, and evaluation.
- Implement plans by providing leadership, communication, and logistical support to ensure quality programs.
- Develop formal program plans and program reports.
- Establish good relationships with the individuals in each program. Actively mentor a few students in each program when possible while overseeing mentoring and support of all students by the team.
- Maintain alignment of programs with GU policies and procedures: health, safety, parent contact, etc.

### **Academic Enrichment Center (AEC) Supervision**

- Recruit, train, and supervise Academic Enrichment Center Leads



## **Generations *United***

- Foster a safe and friendly learning environment in all GU Programming
- Support AEC Lead in Volunteer Training and communication
- Provide leadership for Summer Camp when AEC is not in session
- Handle Parent escalations from AEC lead

### **Other Organizational Responsibilities**

- Curate human-interest stories and highlights for the monthly newsletter and for social media
- Assist with production of marketing materials, publications, and special events
- Support and attend GU activities (e.g., retreats, open houses, etc.)
- Curate Social media content (photos, videos, etc.) for SM Coordinator
- Regular Meetings: Generally weekly, held all year. Manager runs all activities or oversees volunteers and staff in running them.
- Growth Opportunities: Such as outings, service, and leadership opportunities.
- Development of partnerships with community leaders/collaborative partners.
- Event Coordination for Food Distribution, Redwood City Reads, Seasonal Events: Summer Camp, Backpack Drive, Día de los Muertos, Thanksgiving, Christmas, etc.

### **Required:**

- Experience working with the community for 5-7 years.
- Deep commitment to the mission of the organization and agreement with the Code of Conduct.
- Experience working in multicultural settings, especially with urban/at-risk communities.
- Proficiency in Microsoft Suite, Google, social media, and email.
- Valid driver's license, SSN, and clear background check

### **Preferred Qualifications:**

- College degree or equivalent work experience
- Familiarity with the North Fair Oaks (Redwood City) community and Bilingual (Spanish)
- Familiarity, training, and experience with mental health issues affecting the community.
- Able to work full time with some flexibility in the evenings and weekends
- Strong administrative and organizational skills. Solid verbal and written communication skills
- Critical thinker and able to solve problems effectively and professionally
- Ministry/Mission experience in cross-cultural settings, especially with Latino communities and low-income neighborhoods



### **Program Qualities**

The Program Manager will lead programs so that they consistently reflect the goals and values of Generations United.

- Welcoming – of all from whatever background and with whatever strengths, needs, and circumstances.
- Wholistic – addressing all areas of life and sensitive to all kinds of family experiences.
- Hopeful and positive – recognizing and focusing on the God-created value and potential of each individual.
- Real – ready to engage on the tougher issues our community faces, such as racism, mental health concerns, environmental stresses, and more.
- Participatory – not establishing program consumers but building the program by hearing the community voices and encouraging their leadership.
- Visionary – Built with the expectation of personal and spiritual growth, and with opportunities to gain new experiences and respond to new challenges.
- Living out GU values – In every aspect of the program, we want everyone -- the Program Director, community members, volunteers, and students – to exemplify active faith, relationships, diversity, and a teachable attitude

**This is a full-time, exempt, salaried position. Salary commensurate with experience.**

### **GU offers**

- **2 weeks paid time off**
- **12 paid holidays**
- **cell phone & laptop for work use**