



Program Manager Position Description - 2018

Job Title: Program Manager
Job Site: Incline Village, NV
Reports to: Senior Regional Director
Salary: \$30,000 (9 Month Full-Time)

Employment Term: Full-time, salaried, seasonal
Employment Start: September 10, 2018

Organizational Overview

SOS Outreach, founded and headquartered in Colorado's Vail Valley, is a national youth development nonprofit utilizing outdoor experiential learning to inspire positive decision making in youth for healthy and successful lives. Working with youth aged 9 to 18, every SOS program incorporates the SOS core values of courage, discipline, integrity, wisdom, compassion and humility. SOS mentors help students define and practice these core values as they provide a consistent adult presence for students who may not otherwise have a positive role model in their lives. The program targets underserved youth, intervening in situations that have been shown to lead to high school dropout. SOS offers a multi-year, progressive curriculum beginning with a five-day introductory program, continuing with the four-year mentor-led curriculum and culminating when students return to SOS in a junior mentor capacity. Throughout the curriculum, SOS students focus on outdoor experiential learning, character development, service learning, values-based leadership training and community engagement.

Program Manager Overview

The purpose of the Program Manager position is to lead and oversee all SOS Outreach programming in North Lake Tahoe, Truckee, and Reno areas. The Program Manager is responsible for planning, managing, executing, operating and evaluating of all SOS programs and staff in North Lake, Truckee and Reno as well as collaborating with SOS staff across program sites. The position will manage a team of mentors, coordinators, and volunteers.

Essential Job Responsibilities

1. Program Management
 - Oversee all SOS programs in North Lake, including SnowCore, Academy, and University
 - Lead or oversee workshops and program days, deliver curriculum, and support mentors in program delivery
 - Plan, lead, manage, and evaluate all aspects of SOS programs, including student and volunteer recruitment, mentor training, workshop sessions, ride days, and service projects
 - Communicate with youth, families, volunteers, and community partners
 - Program data tracking, reporting, and evaluation through the CiviCore database, participant surveys, pacing documents, session attendance and program participation
 - Manage, track, and collect fee-for-service payments
 - Manage program inventory (hard and soft-goods) to adequately outfit program participants

2. Mentor, Coordinator, and Volunteer Management

- Recruit, hire, and train part-time support staff and volunteers, including resort program coordinators, school and youth agency coordinators, volunteers, and program mentors to ensure that all programs are fully staffed and function optimally to serve youth
 - Ensure all volunteers, mentors, and coordinators are adequately prepared with proper expectations for their assigned roles, and have received training on the SOS curriculum, youth work best practices, risk-management guidelines, and program implementation
3. Partner Management and Community Engagement
- Help the Senior Regional Director manage relationships with mountain resorts, ski schools and gear shops, ensuring adequate program slots, and outfitting for youth participants
 - Oversee and cultivate relationships with youth serving agencies and schools for student and part-time staff recruitment
 - Outreach to individuals and community partners for mentor and volunteer recruitment
 - Actively engage in community, seeking to create awareness for SOS programs and opportunities for SOS youth, through outreach to local nonprofits, city/county entities, foundations and businesses

Other Job Duties

Contribute to the overall management of the organization to successfully achieve the SOS Outreach mission. Maintain knowledge of community needs and resources, and of youth work and outdoor education best practices. Represent SOS Outreach in the larger community. Work to foster top quality experiences for adult volunteers and partners and improved services to children. Support and assist development staff in non-program functions, including development, fundraising, marketing and community outreach.

Develop and maintain a diverse work force. Manage in ways that maximize the potential of all workers by assuring sensitive and respectful treatment by and toward all employees and volunteers. Ensure that services are delivered with cultural sensitivity and competence. Create and maintain a work climate that is inclusive and free of bias.

Minimum Education and Experience

Baccalaureate degree required, with experience in program management and implementation, and youth engagement or outdoor education.

Knowledge, Skills, and Abilities

The ideal candidate should be organized and independent, able to effectively manage and direct a dynamic team and capable of big-picture thinking while simultaneously paying attention to detail. Candidates must be willing to take on a variety of tasks: from cataloging program equipment inventory to scheduling volunteers to implementing the core value curriculum to supervising a diverse team. The candidate should have experience seeing projects and programs through to completion and evaluation.

Candidates should have a foundation in the following:

- Knowledge of sports-based youth development, public education and youth engagement.
- Experience, comfort, and passion in working with underserved youth
- Experience in program management
- Ability to effectively manage program staff and volunteers, with experience in volunteer recruitment and management and staff supervision
- Experience working cooperatively with community groups
- Strength in managing multiple priorities to ensure work is completed in a timely and productive manner as required for successful program delivery
- Ability to communicate effectively
- Ability to work largely independently in a dynamic work environment, including ski areas, mountains, warehouses and offices
- Familiarity with outdoor adventure sports, including skiing/snowboarding and summer activities.
- Some experience with basic information technology, database management, and program evaluation.
- Proficiency with Microsoft Office Suite, especially Excel, Outlook and Word
- Valid Driver's License required

Physical Aspects of the Job

This position requires the ability to: travel within the service area; use the computer, telephone, and electronic mail systems; lift 50 pounds; and lead meetings and speak in public.

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

Compensation

This is a full-time, 9 month seasonal, salaried position. Salary is \$30,000. Benefits include medical, dental and vision insurance, paid holidays, PTO, and a season pass to the Vail Resorts Mountains.

This position starts September 10th, 2018 and is based out of the SOS Outreach office located in Incline Village, Lake Tahoe. The position is structured around a Monday to Friday work schedule, with some evening and weekend commitments, especially throughout the fall and winter seasons.

How to Apply

Please send a resume, cover letter, and three references to Theresa Papandrea, Senior Regional Director, at tpapandrea@sosoutreach.org. For more information, please visit www.sosoutreach.org.

SOS Outreach is an Equal Opportunity Employer and operates under special use authorization of the White River National Forest.