



South Lake Tahoe Program Manager Position Description

Job Title: Program Manager

Job Site: South Lake Tahoe, CA

Reports to: National Program Director

Salary Range: \$42,000 – \$47,000

Employment Term: Full-time, year-round position - target start date 8/2/2021

Organizational Overview

SOS Outreach, founded and headquartered in Colorado's Vail Valley, is a national youth development nonprofit. The overarching goal of the SOS Outreach program is to encourage positive character and leadership development through group mentoring, core values, outdoor activities (primarily skiing and snowboarding), and community service. SOS program participation prevents harmful behaviors by enhancing resilience through fostering self-efficacy and building social and emotional skills (SEL). Within an out-of-school time setting that mirrors the school year, SOS uses a youth-centered approach to programming that emphasizes explicit learning through social interaction and relationships that take place in the context of active, outdoor, and experiential learning projects and activities. SOS makes specific connections with youth to mentors, peers, community leaders, and other caring adults to facilitate regular communication, understanding, and empathy. These relationships along with intentional program activities such as goal and group norm setting create conducive environments for learning.

Program Manager Overview

Reporting to the National Program Director, the purpose of the Program Manager position is to lead and manage an SOS Outreach programs site. This position is charged with program management, facilitating SOS programs at their highest quality, and elevating the awareness for the organization in the local community through participation in local collaboratives and third-party benefit events. Program management includes directly facilitating and/or supporting staff to deliver curriculum at all mentor and junior mentor program days and support and staff management for the one-day and Learn to Ride introductory programs. The introductory program is a winter only program, while the mentor and peer programs engage in winter directly with SOS and summer activities through partner organizations. The position oversees volunteers, program mentors, and part-time staff and seasonal staff. This position manages key community partnerships that are vital for program success including school districts, youth agencies, ski schools, and community retailers. Outside of program-facing relationships, this position benefits from management and support of additional relationships from SOS' national team.

Essential Job Responsibilities

1. Program Management – 60%
 - Manage and support SOS programs, including one- and five-day introductory, mentor, and peer mentor programs.
 - Directly manage and/or support staff to facilitate and deliver curriculum at all Learn to Ride and Mentor Program days including registrations, meet and greets, life skill and leadership workshops, service projects, ride days, and summer programs.
 - Manage the Junior Mentor Program where applicable, engage with high school program graduates and program alumni.
 - Responsible for SOS data tracking, reporting and evaluation through the CiviCore database including participant surveys, pacing documents, session attendance, program participation, and quality assessment.
 - Manage staff tracking and collection of fee-for-service payments.
 - Collaborate with other regional program staff to share best practices and support program implementation and delivery across program sites.
 - Engage with and integrate best practices in the youth development, mentoring and adventure sports fields into the SOS Program.

- With guidance from the National Program Director, oversee and collaborate with other program staff on mission critical projects to bring the organization into consistent execution of programs.
 - Plan and recruit partners for summer opportunities for mentor youth.
2. Staff and Volunteer Management – 25%
 - Hire, onboard, train, and support seasonal staff, mentors, and volunteers.
 - Supervise and support regional staff, including full-time and part-time positions. Provide active management, clear direction and expectation setting, on-going support and coaching, and evaluation of progress toward performance measures to ensure that all programs are fully staffed and function optimally to engage with youth.
 - Work with staff to ensure all volunteers, mentors, and coordinators are adequately supported and prepared with proper expectations for their assigned role, and have received training on the SOS curriculum, youth development best practices, risk-management guidelines, and instruction on program implementation.
 3. Partner Management, and Community Engagement – 15%
 - Engage actively in the community and with partner collaboratives to create awareness for SOS programs and elevate opportunities for SOS youth.
 - Work with national development staff to increase the local resources (both cash and in-kind) available for SOS programs in the region and amplify program impact.
 - Attend and host events and fundraisers for SOS in the local community with support from the national development team to increase awareness and financial resources.
 - 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.

Other Job Duties

Actively engage across the organization to achieve the SOS Outreach mission. Maintain knowledge of community needs and resources, along with a desire to contribute to the community at large. Work with the leadership team to achieve strategic priorities and measures.

Develop and maintain a diverse work and volunteer force. Manage in ways that maximize the potential of all staff and mentors 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.

Qualifications and Requirements

Experience, Knowledge, Skills and Abilities

A combined minimum of three years of experience in program management and implementation or similar administration experience is required. Experience working with youth, specifically with youth of color, youth from under resourced communities, and youth facing life-risks is highly desired. Experience with outdoor or sports-based education is a plus.

The ideal candidate should be organized, a self-starter, a strong communicator, able to effectively manage varied tasks, and have strength in managing and supporting a diverse group of volunteers/staff. The candidate should have experience managing projects with many moving parts. They must be willing to take on a variety of tasks: from cataloguing 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 youth from underserved backgrounds or communities.
- Comfort working on a remote team and maintaining consistent communication across the organization
- Experience, comfort, and commitment to equity, inclusion, and anti-racist work
- Experience in program management and implementation, with an ability to oversee projects with many stakeholders and complex priorities.
- Ability to effectively manage seasonal staff and volunteers, with experience in volunteer recruitment and supervision.
- Experience working cooperatively with community groups.
- Strength in managing multiple priorities to ensure work is completed in a timely and productive manner that is outcome focused.
- Ability to communicate and organize effectively.
- Experience with basic information and office technology and platforms (including Microsoft and Google), database management, and program evaluation.
- Valid Driver's License required along with access to reliable transportation.
- Proficiency skiing or snowboarding
- Understanding of the local community
- Spanish language proficiency in speaking, reading and writing is highly desirable.

Physical Aspects of the Job

This position requires the ability to travel within the service area, and to use the computer, telephone, and electronic mail systems. The position requires the ability to 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 salaried exempt position. Salary range is \$42,000-\$47,000/annually. Benefits include medical, dental and vision insurance, paid holidays, PTO, retirement, access to industry pro deals and a season pass to the Vail Resorts Mountains.

This position is full-time, year-round. The position is structured around a Monday to Friday work schedule, with evening and weekend commitments, especially through the winter season.

How to Apply

Please send a resume and cover letter to Elizabeth Williams (she/her), National Program Director, ewilliams@sosoutreach.org, by **Monday, July 5th, 2021**. Please include "South Tahoe Program Manager" in the subject line.

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