Vice President of Programs

Overview
Position will be responsible for the overall strategic and operational responsibility for all program areas that will inform short-term and long-term goals, partnerships, and new program initiatives.

Management
This position reports to the CEO, sits on the Leadership Team, and directly supervises 4 program directors and indirectly 33 (of 57 agency-wide) full time and part time program staff.

Location
Minneapolis, MN

Compensation
The targeted compensation range for this position is $85,000-$105,00 with incentive opportunity.

Application Deadline | How to Apply
The deadline for priority applications is the end of the day Monday, December 12th.

Please send a cover letter, resume and three references to careers@bigstwincities.org.
It is with great enthusiasm that we post this Vice President of Programs position. I entered into this role in the summer of 2021 with the goal to energize stakeholders around our mission, create greater transparency around our decisions, and shine a greater light to teamwork, authenticity, inclusion, and fun already existing at the organization.

As one of the recent recipients of MacKenzie Scott’s transformational financial gifts, as well as opening our brand new building in the Northside of Minneapolis within the last two years, we are poised to move into a more focused, community-centered, impactful and innovative space.

My focus areas surround authentic community engagement, program participant (volunteer, family, and youth) experience, and evaluating and investing in our impact. As we seek to complete our strategic planning process in the spring, we are seeking a visionary leader, co-conspirator and strong people-leader to help us lead in transformational change.

I’m looking forward to embarking on this journey and hoping you consider joining us to be #BiggerTogether!

Pat Sukhum, CEO
Adult mentors (Bigs) are matched with children between the ages of 8 and 12 (Littles) to provide support, guidance, and friendship. Once a match has been made, Bigs and Littles spend time together two-four times each month.

**Community-Based Mentoring**

In these programs, matched Bigs and Littles meet at the same site each time, usually the Little's school or the Big's workplace. They spend time together doing activities such as games, crafts, or homework. Small groups of Bigs and Littles get together for facilitated programs or projects.

**Site-Based Mentoring**

BBBS introduced its Free Arts in 2018, acquiring the programs previously provided through Free Arts Minnesota. These programs provide more than 1,000 youth in challenging circumstances a safe place for expression and self-discovery.

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BBBS MENTORING MODEL

Big Brothers Big Sisters Twin Cities has been creating and supporting youth mentoring relationships for over 100 years. Since our inception, more than half a million Twin Cities kids have had their lives changed for the better, forever, by:

- Meeting with a committed caring adult mentor 2-4 x a month
- Acessing resources for Bigs, Littles, and families to keep matches going strong
- Connecting with qualified professionals dedicated to youth development
- Receiving guided support throughout their developmental years to achieve their full potential

BBBS TWIN CITIES IMPACT 2021

- **2,920 YOUTH SERVED**
- **1,994 VOLUNTEERS**
- Average community-based match length (1.6 months longer than national average)

- **93%** High school seniors graduating on time
- **91%** Kept or created plans for high school graduation and beyond
- **82%** Youth living with a non-two parent household
- **82%** Youth from low income households

- **53%** Little Sisters, **46%** Little Brothers

SERVICE AREA

- **56%** Hennepin
- **25%** Ramsey
- **25%** Anoka
- **6%** Dakota
- **4%** Washington
- **1%** Other

Age of Littles

- **4%** Ages 18+
- **5%** Ages 7-9
- **17%** Ages 10-12
- **34%** Ages 13-15
- **40%** Ages 16-18
- **1%** Other
Candidate Profile

The Vice President of Programs is a transformational, strategic, and dynamic role who will recommend and implement decisions toward innovation, program quality, and community engagement resulting in meaningful impact.

We are seeking a leader who is:
- Representative of the lived experience of our youth and family partners
- Motivational and inspirational in aligning our programs to our mission and vision
- An authentic and engaged community advocate and relationship-builder who will represent the agency, our program participants, and leadership in the greater community
- A visionary who can create excitement and energy around BBBSTC programming with a passion for what is possible
- A hands-on, people leader
- Strategic and systems-minded
- Persuasive, persistent, and determined in upholding our agency’s goals and values
- A strong communicator and collaborator across all levels of the organization
- Skilled in the customer experience (volunteer, youth, and family) to improve our process and retention rates through greater ease, transparency, and relevance

Education and Experience
- A bachelor’s degree in Nonprofit Management, Social Sciences, or related disciplines. Master’s degree preferred.
- Minimum of ten years experience
  - At least five years of demonstrated experience working as a programmatic leader in a youth development organization
  - At least five years of senior leadership experience managing a complex program
  - At least three years of budgeting experience in a non-profit environment
- Experience developing and managing a high-performing team
- Access to a reliable vehicle, valid driver’s license, and auto insurance is required.

Knowledge, Skills, and Abilities
- Passion for BBBSTC’s mission and purpose and an ability to communicate this passion to others.
- Experience in effectively leading a performance and outcome based program and staff.
- Demonstrated effectiveness managing diverse stakeholders including, but not limited to, program participants, funders, community and corporate partners, board, staff, community members, and external vendors.
- In-depth understanding of the contexts, cultures, and politics that impact the implementation and management of effective JEDI change efforts.
- Ability to communicate effectively and persuasively in oral and written communication, including public speaking.
- Possess strong analytical skills and ability to translate metrics, research, and trends into strategy.
- Ability to think strategically, plan effectively, and manage productively to achieve multiple high priority goals.
- Comprehensive working knowledge of youth development theories of change, social emotional learning, trauma informed care, and mentoring practices.
- The incumbent must be able to travel to attend or lead agency meetings and events.
Position Summary

The Vice President of Programs is responsible for the overall strategic and operational responsibility for all program areas that will inform short-term and long-term goals, partnerships, and new program initiatives. In this role, the Vice President of Programs engages and amplifies the voices of our program participants (Bigs, Littles, and families) and community to build and improve our program design and delivery with a passion and vision for community impact. This position champions our strategic partnerships, including investing in authentic relationships with organizations with mission alignment, organizations whose missions compliment our agency’s strengths and scope, and organizations in our community who are experts in spaces outside of mentorship.

The position is accountable for driving data-informed program performance, effectiveness, and youth outcomes by setting goals related to program quality and growth while ensuring child safety. This role will also support in developing and communicating new and adapted measures of outcomes and impact in partnership with our Impact and Accountability team.

This position reports to the CEO, sits on the Leadership Team, and supervises all program directors. This position is expected to develop leaders and teams, build organization and staff capacity, and drive transformational impact in the community.

Essential Job Functions

1. Leadership and Management

- Create and cultivate a high performing culture of accountability and an innovative culture that empowers the Programs team to identify and solve challenges.
- Lead, manage, and inspire the Program Management Team toward accountable, goal-based outcomes with regular meetings, 1:1s, and transparent communication.
- Serve on the Leadership Team, fostering strong, aligned, and cohesive collaboration across agency departments.
- Ensure that programming upholds the agency’s core values and its commitment to Justice, Equity, Diversity and Inclusion and is adapted to meet the needs of different volunteers, youth/families and partners.
- Provide staff support and strategic leadership for the Program Committee of the Board of Directors, bringing forth policy revisions as appropriate.
- Work closely with the People & Culture team to determine staffing plans to achieve program goals and objectives and participate in hiring.
Essential Job Functions

2. Program Oversight and Accountability

- Develop and monitor the annual programs department plan, establish data-informed goals and performance targets (qualitative and quantitative), ensure accountability for individual and team metrics, and build action plans when improvements are needed.
- Ensure match goals are met and programs are executed with a high degree of excellence within those partnerships.
- Evaluate and strengthen policies and ensure dynamic processes in all phases of the Programs Service Delivery Model (SDM), from recruitment to match closure.
- Create and execute program strategies and plans that leverage evidence-based and/or best practices to meet outcomes and impact goals.
- Co-develop the creation and evaluation of program impact with the Impact and Accountability team.
- Serve as a key connector with the Community Engagement and Recruitment team to support in communicating programmatic gaps and needs to influence recruitment goals.
- Work closely with the Finance department to budget and monitor programmatic operations to ensure sound fiscal and system management.
- Coordinate and analyze the appropriate data to inform the programmatic and operational decision-making process. Use the existing CRM platform to increase the agency’s efficiency, transparency and collaborative efforts among teams.
- Complete the annual assessment of program practices to ensure compliance with National Standards of Practice.

3. Agency-wide Innovation and External Partnerships

- Identify and implement growth strategies to achieve our long-term vision of impact on youth in our region – this includes program expansion, pilot projects and scale.
- Develop an assessment protocol to determine the feasibility and sustainability of programs as well as lead to more relevant, effective and efficient service delivery.
- Collaboratively build and strengthen strategic partnerships and community relationships to advance and increase investment in the agency’s mission.
- Collaborate with the Development team to: 1) Advance programmatic and funder relationships with donors and corporate partners; 2) Develop and manage programmatic compliance with grants; 3) Communicate regarding new proposals and grant deliverables; 4) Communicate challenges and successes in fulfilling obligations to partners and funders.
- Represent BBBSTC on relevant committees and task forces within the BBBS network and in the Twin Cities community.
Compensation and Benefits

The targeted compensation range for this position is $85,000-$105,000 with incentive opportunities. The hire offer will be based on the candidate's qualifications and expertise, relative to the needs of this organization.

We care deeply about our employees and know holistic support is essential for our staff to carry out the BBBS mission. Our generous employment package includes BBBS-sponsored health & dental insurance, employer-paid short & long-term disability insurance, and life insurance, Health Savings Account (HSA) or Flexible Spending Account (FSA), paid time off accrual & 14 Paid Holidays, and 403(b) retirement plans with employer match.

Workplace Culture

BBBSTC is an mission-centered, inclusive workplace that strives to create a space where our 55 employee's unique talents, learning styles and lived experiences are valued. We pride ourselves on our flexible scheduling and hybrid workspace.

Creating an engaging work environment is an essential part of our culture. We uphold this commitment through staff surveys, stay interviews, professional development, and quarterly JEDI trainings. In addition, we hold monthly all staff meetings and gatherings, and provide the opportunity to join affinity groups (BIPOC, LGBTQIA+, Mental Health), and agency committees (JEDI, Engagement & Connection, Total Wellness, Building & Safety).

Our Hiring Process

Our People & Culture team is committed to a person-first centered approach to our hiring process. We believe in a respectful experience for all parties involved and are committed to taking a JEDI approach.

For all positions, our hiring process includes a Zoom screen and in-person panel interviews, reference and background checks for final candidates. All staff are required to be fingerprinted through the Bureau of Criminal Apprehension (BCA) within the first week of employment.

Accommodation Requests

Persons of color, women, members of the LGBTQ community, veterans, and individuals with disabilities are strongly encouraged to apply.

If you require reasonable accommodation in completing this application, interviewing, or otherwise participating in the employee selection process, please direct your inquiries to the Human Resources team at careers@bigstwincities.org. At this time, we are unable to provide company sponsored visas and are only considering candidates who are eligible to work in the United States.