

America SCORES Cleveland

Position: Program Operations Manager



Reports to: Executive Director

Location: Cleveland, OH

Hours: Full-Time, 40 hours per week

Salary Range: \$40,000-48,000

Benefits: Benefits include a generous PTO (Paid Time Off) policy, medical and dental coverage, a 403(b) plan, and travel reimbursement.

JOB SUMMARY:

The Program Operations Manager will serve as part of the program team who oversees the America SCORES youth development program and assists with the development & delivery of quality youth development programming. They will work in collaboration with the America SCORES Cleveland staff, schools, and community partners to lead or assist in all aspects of our youth programming. In addition, this position will oversee program evaluation in an effort to maintain program quality throughout all America SCORES Cleveland programs. SCORES has been serving the community since 2004, currently impacting over 2,000 youth throughout Cleveland with an annual budget of \$720K. This position reports to the America SCORES Cleveland Executive Director.

DUTIES AND RESPONSIBILITIES:

Contribute to the America SCORES Cleveland team and overall operations: actively participate in annual goal-setting, initiatives, events, and day-to-day functioning with a team-centered approach; be open to giving and receiving constructive feedback; be open to fulfilling necessary jobs or roles as needed.

Programming Operations

- Oversee SCORES' Program Model & Curriculum to ensure program fidelity is being implemented, working with program staff and coaches to maintain quality programming, and guiding the process of reviewing & updating curricula when needed.
- Oversee School & Community Partnerships, this includes meeting with school personnel/leadership to maintain strong partnerships, attending community meetings, and working with local colleges to recruit coaches.
- Oversee on-boarding and training, compliance, attendance and payroll of all coaches and program contractors.
- Guide the process for development of new programming or expansion of existing programming.
- Provide ongoing support to program staff for completion of project activities, identifying and recommending ways to address improvement opportunities; and escalating issues when appropriate.
- Visit program sites to ensure effective program delivery and implementation.
- Assist schools and SCORES' staff to recruit participants and coaches for each program.
- Assist with planning & implementing all program events including supporting weekly game day logistics.
- Assist Executive Director with maintaining program budgets and program expenses.

Program Evaluation

- Leads the planning, implementation, and deployment of SCORES' evaluation plan, working closely with program staff, coaches, volunteers, and outside evaluators in the management of the evaluation process to ensure quality program delivery & goal attainment.
- Lead efforts to collect data and analyze results.
- Oversee youth services databases that track participants in the program.
- Identify evaluation best practices in youth development, social-emotional learning, literacy and fitness to improve evaluation methods currently in practice
- Assist in reporting results to stakeholders (supporters and community-at-large) through grant reports, program outcomes report, newsletters, etc.

QUALIFICATIONS/EXPERIENCE:

Required:

- Passionate about America SCORES' mission, public education, and working with under-represented communities to provide access to quality afterschool activities
- Highly motivated to continue improving the quality of America SCORES Cleveland's youth development programming
- Extremely organized, detailed and task-oriented, and able to work on several projects at once, while also possessing the ability to improvise when necessary
- Experience with program management
- Basic proficiency with Microsoft Excel
- Excellent interpersonal skills with all stakeholders that make up the America SCORES Cleveland family, including the youth we serve, coaches and other staff, parents, principals, teachers and all community partners
- Willingness and ability to learn quickly and pick up new skills; proactively identifies and creatively solves problems
- Able to work independently, reporting updates in a timely manner to the program team, Executive Director and/or school partners
- Excellent verbal and written communication skills
- Candidates should own a car, as program sites are throughout the city.
- Candidate must pass a background check
- Must be flexible, dependable, have a good sense of humor
- High school diploma or equivalent

Preferred:

- Background in Education, Non-profit Management, Social Work, or a related field
- Experience working with youth and people from diverse backgrounds
- Previous experience conducting program operations and/or evaluations
- Background in sports, preferably having soccer experience.
- Proficiency in Spanish or other languages.
- At least three (3) years proven experience in either a public, private or non-profit organization, focused on youth service delivery or public education
- Supervisory experience

About the Organization:

America SCORES Cleveland is a nonprofit youth development organization focused on providing high quality after-school and summer programming that combines soccer, creative writing, poetry, and service-learning to students across Cleveland. Our mission is to inspire youth to lead healthy lives, be engaged students, and have the confidence and character to make a difference in the world. By partnering with schools in communities that do not have widespread access to organized team sports or other enrichment activities, we are able to provide vital services that address both rising levels of childhood obesity and low literacy levels. America SCORES Cleveland is a proud affiliate of the national America SCORES network, with affiliate partners in cities across the United States and Canada. While part of a national network, America SCORES Cleveland operates as an independent 501(c)(3) organization with strong roots in the Cleveland community.

HOW TO APPLY:

Please use this link: <https://america-scores-cleveland.prismhr-hire.com/> to apply **by July 15**. No emails or phone calls please.

America SCORES Cleveland is an equal-opportunity employer committed to recruiting and maintaining a diverse staff; individuals from all backgrounds are encouraged to apply.