



**JAMES L. MCKEOWN
BOYS & GIRLS CLUB
OF WOBURN**

James L. McKeown Boys & Girls Club of Woburn is a nonprofit organization located in Woburn, Massachusetts. Annually, the organization provides out-of-school time programs to 1,200 young people ages 2.9 through high school graduation. Daily operations occur at a traditional Clubhouse and five satellite school locations. Program types include licensed childcare, license-exempt out-of-school time programming, and 21st Century Learning Center programming.

JOB VACANCY: Director of Program Operations

JOB SUMMARY

The Director of Program Operations supervises and evaluates at all Club programs and locations with the primary concern for a comprehensive, safe, outcome-driven program and service delivery, supervision and training of staff (direct and indirect reports), community relations, and membership administration. Advises and assists Program Directors in staff recruitment and management, volunteer recruitment and management, adherence to grant deliverables, community partnerships, and program development.

KEY ROLES

Leadership

1. Provide leadership and direction to Program Directors in managing their designated sites/programs.
2. Ensures all Club members, families, staff and volunteers are provided with a safe environment, free from emotional or physical harm.
3. Attend the Board of Directors' monthly meetings to stay current on the organization's activities and contribute to mission-related discussion topics. Support Board subcommittees as assigned.
4. Facilitate professional development opportunities for staff and volunteers. Conduct and attend regular staff meetings. Oversee staff evaluation procedures and provide evaluations for direct reports.
5. Manage the Club's volunteer intake and training policies and processes.
6. Oversee member tracking, reporting, billing, and program enrollment utilizing MyClubHub software.

Planning and Development

7. Ensure quality improvement of programs by conducting program evaluations and annual written analyses of member and community needs and interests.
8. Compile monthly reports reflecting all activities, attendance, participation, and outcomes.

Safety

9. Ensure policies and procedures are in place that are consistent with BGCA membership requirements and local, state, and federal laws. Provide guidance and technical assistance as needed.
10. Ensure systems are in place to track mandatory training upon hire and that staff receive annual training on safety policies and procedures, crisis management, first aid and CPR, civil rights, etc.

Resource Development

11. Control expenditures against budget, recommending supply and equipment purchases.
12. Identify and seek funding sources, such as grant opportunities, to support the expansion of program offerings.
13. Ensure adherence to grant deliverables and expectations and collect and report on program outcomes for funders as required.
14. Develop collaborative partnerships with the community's public, civic groups, and social agencies. Represent the organization and interpret its objectives, standards, and programs.

RELATIONSHIPS

Internal: Maintains close, daily contact with Club professional staff to interpret and explain organizational mission, program objectives, and standards, discuss issues, and provide/receive information. Maintains contact with Branch Boards.

External: Maintains contact with external community groups, schools, training associations, partner programs, and others to assist in resolving problems and to publicize the Club.

REQUIREMENTS

- Possess a Bachelor's degree from an accredited college or university, or have equivalent experience.
- A minimum of 5 years of work experience in non-profit agency operations management and supervision or an equivalent combination of experience and education.
- Preference will be given to those with considerable knowledge of the mission, objectives, policies, and programs of Boys & Girls Clubs, as well as the principles and practices of non-profit organizations.
- Demonstrated ability to organize, direct, inspire, coordinate, and lead complex teams.
- Strong communication skills, both verbal and written.

- Ability to manage multiple tasks and develop solutions to problems under limited supervision.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

This job requires extended walking and standing, occasional lifting, up to 100 lbs., moderate sitting at a computer, and using a phone. The job entails working in an office and a recreational setting, indoors and outdoors.

While performing this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is moderate to high.

James L. McKeown Boys & Girls Club of Woburn is committed to a policy of equal employment opportunity. We do not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, physical or mental disability, marital or parental status, sexual orientation, military status, genetic information, or any other basis prohibited by local, state or federal law in any of our activities or operations.

We encourage individuals who reflect the communities we serve, including people of color, LGBTQIA+ individuals, and people with disabilities, to apply & join our team!

HOW TO APPLY

Interested parties should submit a cover letter, including salary expectations, and a resume to Julie Gage, Executive Director, j.gage@bgcwoburn.org. Please, no phone calls.

TIMELINE

- Position closes when filled
- Initial review and selection of first considered candidates begins 1/8/2025