



JOB DESCRIPTION

Position:	Director, Youth Programs
Employment Status:	Full Time, Exempt
Reports To:	Vice President, Programs
Location:	Remote, ideally located in one of MG's 11 Leadership Communities

ABOUT MULTIPLYING GOOD

At Multiplying Good (MG) we believe individuals are transformed through service to others. Applying service as a tool for personal growth, we help people discover their ability to bring about positive change, deliver the skills they need to make that change and, by validating their impact, inspire them to do more. We have proven that this continuum of activation, training, and recognition generates ripples of good.

We work with young people to increase confidence in their ability to make a difference and build on the skills they need to be successful. We work with organizations to recognize employees for their acts of service in the community, resulting in happier and more productive workplaces and stronger communities. We work with media to create more connected audiences and recognize grassroots unsung heroes in their communities. All together, we highlight the power of service to activate empathetic leaders and changemakers and inspire greater impact through recognition.

POSITION OVERVIEW

Multiplying Good directly engages middle and high school aged youth in programs designed to encourage confidence in their ability to make a difference and build the skills they need to do it well. Our flagship youth program, [Students In Action](#), is a unique service, leadership, and recognition program for middle and high school students nationwide.

Reporting to the VP, Programs, the Multiplying Good Program Director is an experienced professional who is passionate and dedicated to positive youth development and civic engagement with significant experience managing and supporting frontline staff to engage teens and their caring adults in service-learning.

Core to the success of this role will be an ability to strengthen delivery of Multiplying Good youth initiatives, working with program managers and schools and youth serving non-profits across the country to ensure implementation of the Students In Action program and other core youth programs. The Director will ensure implementation of the program with fidelity, use data to drive performance, support the creation of tools and resources to enable implementation, and work with Program Managers and the VP, Programs on continuous program improvement.

The desired candidate must have experience managing frontline staff, ideally at a national organization with a dispersed footprint, and have previously served in a frontline role working directly with youth and adults in the school context on civic engagement and service or service-learning. In addition, the desired candidate should have experience developing, updating, and implementing program tools, resources, and processes.

The Director is also a skilled event planner, communicator, logistics resource, and partnership builder, able to manage time effectively, travel to visit program managers and other stakeholders, and excited to become an 'expert-in-their-field' thought partner to the executive team. Preferred candidates will have some experience in fundraising and feel comfortable communicating about the program with a range of stakeholders and partners.

The monthly workflow of this position aligns with the school calendar of August through May, focusing largely on program delivery. In June and July, the Director will participate in program learning and evaluation.

ROLES & RESPONSIBILITIES

The activities below are core, but not limited, work we do every day to make an impact across the country:

Program Manager Support and Oversight

- Engage and strengthen delivery of the Students In Action program and its related initiatives, working with program managers across Leadership Communities to ensure implementation of Multiplying Good branded programs and core initiatives.
- Directly manage, support, and oversee Program Managers in regions without Executive Directors via in-person visits, phone, and email.
- Ensure and support implementation of the SIA program directly with participating SIA sites during Program Manager staffing gaps or transitions.
- Plan and facilitate monthly Program Manager meetings, providing a space for networking, skill-building and information dissemination.
- Prepare for and host monthly youth programming check-ins with each Leadership Community to review progress against goals and problem-solve with program managers in relation to their cohort of participating sites.
- Train and onboard new Program Managers.

Program Design, Development and Maintenance

- Create or update core program materials and content, including marketing materials, on-demand content in Litmos, Multiplying Good's Learning Management System (LMS), handbooks, emails, program templates and more.
- Review and refine program processes and procedures to ensure ease of use.
- Oversee and support project management of program events, which includes two annual Leadership Conferences and one Celebrations of Service, Pitch Week.
- Attend events, where possible, to measure and assess quality.
- Oversee coach and volunteer engagement in the SIA program.



Partnerships

- Cultivate and steward relationships with organizations that further the mission of Multiplying Good, including Board committees, universities, nonprofits, businesses, and local professional sports organizations.
- Support scaling of the SIA program through integrated partnerships with like-minded organizations.

Program Evaluation and Data

- Drive the collection and analysis of program data, including surveys, assessments, and student service testimonials, in partnership with the Manager, Youth Programs.
- Ensure proper use of the Multiplying Good CRM to catalogue program-level work.
- Review data with program managers to support program performance and goal setting.
- Analyze and report on data to support decision-making and program improvement.

Communications and Marketing

- Support drafting and creation of program-level marketing materials.
- Partner with communications to drive program-level storytelling, including drafting blogs and emails.

REQUIRED SKILLS & EXPERIENCE

- A natural collaborator who pro-actively engages colleagues and stakeholders with good will, transparency, and kindness.
- At least seven years of experience in service-learning, civic engagement and/or positive youth development, ideally in a national organization.
- Five or more years of staff and team management, ideally with a focus on frontline staff.
- Three to five years experience developing national and local level partnerships and fundraising.
- Passion for working program staff and directly with teens and adults.
- Bachelor's Degree as a minimum from an accredited institution.
- Expert organizational, project-planning, and time-management skills.
- Event planning and event management experience.
- Exceptional written and oral communication skills, including presentation and facilitation abilities.
- Valid driver's license
- MAC or PC literate, with aptitude to use Microsoft Office 365 applications (Word, Excel, PowerPoint, Outlook), Zoho ONE applications (CRM, Survey, Backstage, Campaigns), social media, and other web-based applications.

COMPENSATION

Salary is competitive and commensurate with experience. Employee benefits include medical, dental and vision coverage and a generous PTO policy.



COMMITMENT TO DIVERSITY, EQUITY, INCLUSION & BELONGING

Applicants are actively encouraged to demonstrate their commitment to and understanding of diversity, equity, and inclusion. Multiplying Good is committed to living its mission by building a culture of service. At Multiplying Good, we get to spend our time surrounded by people who see service as part of who they are. Multiplying Good strives to ensure everyone interacts thoughtfully, with respect, and with kindness. From our staff to our consultants, vendors, partners, and other stakeholders engaged in the work of Multiplying Good, our culture of service is not only core to what we do, it is core to who we are.

HOW TO APPLY

Respondents should send a resume and cover letter to: careers@multiplyinggood.org. Please add "Director, Youth Programs" to the subject line and note where you heard about the opportunity in the body of the email. Applications will be considered on a rolling basis until the position is filled.

Multiplying Good is a 501(c)3 nonprofit with 100% remote workforce, and welcome applications from anywhere within the United States. This position includes travel to Leadership Communities to work with Multiplying Good colleagues and stakeholders, including our flagship ceremony, the Multiplying Good Jefferson Awards.

All qualified applicants are encouraged to apply. We are committed to building a diverse team to represent the communities we serve, and to pro-actively create a work environment where all voices are heard and valued.