



Connecting Students & Volunteers
for Results that Count

Job Description: Program Manager

About the Role: Program Manager

The Program Manager is responsible for program execution in 6-7 schools (serving ~300-350 students) through leading program staff, providing hands-on and out-in-front support in schools, and meticulous planning and execution to ensure highest program quality and fidelity for student success. In addition, this person will lead selected program projects and have responsibilities in volunteer recruitment. Overall, the Program Manager will contribute positively overall to Heart's growing team, with a high bar for excellence. This person must passionately inspire staff, volunteers, school leaders, and donors to act with urgency to ensure all students develop the strong foundation in math and enthusiasm for academics they need for long-term success.

Job Responsibilities: Key responsibilities are listed below.

Program Management

- Use data and strong instructional practices to **support the academic growth of ~300-350 students across 6-7 schools.**
 - Become an expert in elementary math instruction and best practices.
 - Become an expert in Heart's assessments and curriculum.
 - Use student data to inform student needs, coach staff, provide hands-on support and modeling, and report to principals/teachers and HMT leadership.
 - Use program data to identify and address operational challenges quickly.
- **Manage a team of 5-7 Program Coordinators.** Program Coordinators are 18 hour/week employees each dedicated to a single school site where he/she assesses students and monitors instruction, provides ongoing support to tutors, and communicates with teachers and school staff.
 - Support training and ongoing professional development.
 - Provide team leadership.
 - Coach and provide hands-on support / modeling in the schools.
 - On a weekly basis in a typical week, attend a tutoring session at each school and meet with each coordinator to review program data and provide troubleshooting for tutor/student issues.
 - Meet weekly with Chief Operating Officer (COO) and Program Manager team.
- Manage Heart's **relationship with the School Leaders (Principal, AP, Lead Teachers)** in your schools.
 - Build relationships with principals, gaining buy-in and sense of partnership.
 - Represent Heart's interests and needs in planning the program with principals with support from COO.
 - Incorporate principal feedback into program design, where opportunities exist.
 - Build relationships with lead teachers, gaining buy-in and a sense of partnership. Support the Program Coordinator's relationship with teachers, leveraging your content knowledge and credibility in formal and informal settings with the PC.
- Represent Heart Math Tutoring among **school-based partnerships** in your schools.
 - Build relationships, attend meetings, and gain awareness of the resources provided to and needed by our students.
 - Leverage additional resources where practical and efficient.
- Maintain and improve upon existing **program operations.**
 - Execute Program Calendar with fidelity and precision.

- Support program-related projects, including family events, materials procurement, pre- and post-assessments, and other program-related items.
- Effectively manage time and balance multiple competing priorities at once.
- For training purposes, in Year 1, the Program Manager will serve as a Program Coordinator at one school site (18-20 hours per week) and manage an additional 3 schools (not 6-7 schools). As a Program Coordinator you will be responsible for coordinating space and time logistics with the principal and the school key point of contact; coordinating and completing student assessments; communicating with teachers regarding curriculum, students, and schedule issues; providing initial tutor training and on-going tutor support; and monitoring student progress and tutor adherence to the program, including collecting data.

Volunteer Recruitment

- Actively participate in volunteer recruitment season (May-September), working with the Director of Development and Community Engagement.
- Maintain and grow new and existing **volunteer and community partnerships**.
 - Serve as primary account manager for a selected number of organization partners. Set and meet goals for tutor recruitment from those partners.
 - Serve as dual account manager for a selected number of organizations. Provide support and backup to your teammates to reach the recruitment goals.
- Complete outreach to prior year tutors from your schools to retain them into the next school year.
- During recruitment season and in the school year, liaise and serve as the representative to school specific partnerships in your schools.

Selected Program Projects

- Over time, assume responsibility for selected program-wide projects that impact the entire program that are a fit for your skills and HMT needs. (e.g. materials procurement, teacher engagement, staff training opportunities, data analysis, etc.)

General Responsibilities

- Contribute to Heart's **culture of philanthropy**, attracting resources (volunteers, donors) to the program to fulfill Heart's mission.
- Be a strong team member, working closely with COO, Program Managers, and all Heart staff/volunteers to maintain, develop, and improve the program.
- Demonstrate Heart Math Tutoring core values: student-centered, gratitude, precision and professionalism, growth mindset, civic engagement
- Be strategic in your use of time, leveraging volunteers to accomplish your goals with efficiency and quality.

Key Skills: To be successful in this role, you will need most, if not all, of the following skills.

- Strong written communication
- Strong verbal communication
- Exceptional attention to detail
- Exceptional organization skills - ability to prioritize tasks and manage competing priorities.
- Project management
- Leadership (adults and children)
- Relationship building skills - ability to quickly build trust with direct reports and a wide variety of different stakeholders. Capacity for hundreds of student, volunteer, and school relationships.

- Critical thinking and problem-solving ability- comes up with pragmatic, equitable, and sustainable ways to tackle challenges and produce positive change.
- Proven management skills preferred, ability to differentiate management styles across lines of diversity.
- Teaching, instructional practices
- Strong computer skills including but not limited to Word, Excel, email and contact management, CRM tools, and file sharing systems

Beliefs/Interests:

- Commitment to racial equity and social justice- You recognize the role of race, income, age, immigration status, and other identities in shaping educational disparities. You recognize how your own identities show up in the work, and welcome, reflect on, and act on feedback with an eye toward continuous learning about race, ability, and other lines of difference.
- Operates with passion and sense of urgency in helping each child reach his/her full potential
- Holds strong belief that all students can learn and ultimately perform at or above grade level
- Desires to work with elementary-aged students
- Enjoys managing staff and developing others
- Believes in importance of data and attention to detail
- Believes that a strong foundation in math is critical to a person's success and opportunities
- Values volunteerism
- Values and exhibits collaboration and teamwork, with internal and external partners
- Is excited by both strategic and on-the-ground work
- Has interest in working in a start-up environment, which requires planning and strategy in addition to flexibility

Background and Experience: The following areas of experience will help a candidate be successful in this role.

- Has had success in driving student achievement
- Has had success leading adults
- Has been successful in a school setting
- Has experience with low-income population
- Has completed substantial training/education related to Teaching and Learning
- Has managed successful projects involving attention to details and precise planning
- Has successfully built relationships across lines of diversity
- Holds a bachelor's degree or equivalent experience
- Has access to reliable transportation and has some flexibility and adaptability in work schedule, including some night and weekend time
- (Preferred) 3+ years of experience in coaching and leadership roles and developing others.
- (Preferred) Has experience with math assessments, teaching strategies, and student data analysis

To Apply: We are an equal opportunity employer committed to building an inclusive work environment and supporting racial equity. We offer competitive benefits and salary commensurate with experience. To apply, please submit a 1-page cover letter explaining your interest and a resume to communications@heartmathtutoring.org with the subject line, "Charlotte Program Manager 2022." Expected start date is early to mid-July.