



## JOB DESCRIPTION

<b>Position Title:</b>	Program Director
<b>Organization:</b>	Big Brothers Big Sisters of South Central Wisconsin (BBBSSCW)
<b>Classification:</b>	Hourly Exempt
<b>Date Created:</b>	July 29, 2025
<b>Area of Responsibility:</b>	Program Leadership
<b>Geographic Scope:</b>	Rock and Walworth Counties (& remote within service area)
<b>Reports To:</b>	Executive Director

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## About Us

At Big Brothers Big Sisters of South Central Wisconsin, we believe that inherent in every child is ability to succeed—and that a caring, consistent mentor can help ignite their individual potential. Through one-to-one mentoring relationships, we empower youth to thrive, build confidence, and pursue bright futures. We are looking for a Program Director who shares our passion for making a difference in the lives of young people, and who will help us grow and strengthen these life-changing connections in our communities.

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## Position Summary

The Program Director plays a key leadership role in connecting youth with caring mentors and ensuring that every match is safe, meaningful, and built to last. This position is responsible for leading and overseeing the enrollment and matching process, ensuring each relationship meets the highest standards set by Big Brothers Big Sisters of America (BBBSA) and our local agency. Beyond managing the day-to-day program functions, the Program Director helps expand our reach by building partnerships, identifying areas for growth in alignment with agency goals and objectives, and ensuring every youth and volunteer feels supported throughout their journey. The ideal candidate will be driven by our mission, thrive in a collaborative environment, and bring creativity and heart to the work of empowering young people.

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## Key Responsibilities

- Lead the enrollment and matching process and conduct thorough enrollment assessments to support the creation of safe and successful mentoring relationships.
- Ensure all participants understand and accept program expectations and agency policies.
- Facilitate meaningful, long-lasting matches by providing thorough pre-match training and ongoing support throughout their match.
- Identify and respond to the needs of youth, families, and volunteers, ensuring a positive and rewarding experience for all, including training and match activity resources.
- Champion child safety and implement risk management practices across all program activities.
- Collect and evaluate the impact of mentoring and service effectiveness through surveys, match support, BBBSA Outcomes surveys, and other performance metrics.
- Maintain accurate and timely records in Matchforce (BBBS custom match management system) from initial inquiry to match closure and assure compliance by program staff.
- Monitor program-related budgets, including tracking expenses, invoices, and reimbursements, and oversee program staff expense reports and purchase requests.
- Build and nurture relationships with schools, community organizations, businesses, and other partners to strengthen recruitment and referrals and build new programs.

- Collaborate with staff to highlight impactful stories and foster new partnerships that help grow our mission.
- Serve as a positive ambassador for BBBSSCW, upholding exceptional customer service in every interaction, including representation at community events, outreach opportunities, recruitment efforts, and agency programs.

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## General Responsibilities

- Participate in agency meetings, trainings, and events as scheduled.
- Foster a culture of collaboration and positive communication across the BBBSSCW team.
- Represent the organization with professionalism and a strong commitment to our mission and the youth we serve.
- Adhere to all BBBSA and BBBSSCW policies, procedures, and best practices.
- Engage in ongoing professional development and training opportunities.
- Perform additional duties as assigned.

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## Qualifications

- **Education:** Bachelor's degree required, preferably in Human Services, Social Services, Education, Child Development, or a related field.
- **Experience:** Prior experience in youth development, social services, or program management preferred.
- **Skills:** Strong relationship-building, organizational, and communication skills; proficiency with computers and office systems; ability to balance multiple priorities with care and attention.
- **Life-long learner:** Commitment to continuous learning and development.

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## Physical Demands & Work Environment

- Ability to travel approximately 60% of the time within the agency's service area (primarily Rock and Walworth Counties, with occasional travel to Dodge and Jefferson Counties).
- Must have reliable transportation. Drivers of personal vehicles must maintain a valid driver's license and meet state-mandated automobile insurance requirements.
- May be required to transport clients as needed.
- Ability to pass a comprehensive background check, including National Sex Offender Registry, criminal history, and driving record.

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## Position Details

- **Start Date:** August 25, 2025
- **Primary Location:** 123 East Washington Street, Delavan, WI 53115
- **Phone:** (262) 728-8865
- **Website:** [bbbs4kids.org](http://bbbs4kids.org)

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## How to Apply

If you are passionate about helping young people realize their full potential and want to make a lasting difference in your community, we'd love to hear from you.

Please email your resume, cover letter, and list of references to [dspina@bbbs4kids.org](mailto:dspina@bbbs4kids.org) or mail to:

**Deborah Spina, Interim Executive Director**  
Big Brothers Big Sisters of South Central Wisconsin  
P.O. Box 655  
Delavan, WI 53115