



**Position:** Programs Manager (PM)

**Reports to:** Executive Director

**FLSA:** Full-Time (40 hrs./wk.)

**Salary:** \$65 - \$75,000.00/yr.

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## Who We Are

**Mission | Values | Programs** - San Francisco Achievers (SF Achievers) is a community based non-profit organization whose mission is to support African-American young men in San Francisco Unified School District, helping them lead and thrive in higher education and beyond by closing the opportunity gap. We accomplish our mission through effective student support services, mentorship, internships, and scholarships that prepare our youth to matriculate into and graduate from college.

As an institution, SF Achievers believes that education is the fuel that best facilitates the aspiration for a stable life. Our programs aim to help prepare African American young men who attend San Francisco public high schools for their future in a rapidly changing world. By fostering the development of emotionally healthy, life-long learners SF Achievers aids their ability to contribute to the economic and social development of their communities and compete in a global economy.

SF Achievers staff, working in conjunction with diverse networks of dedicated mentors build relationships with students and expose them to valuable new experiences through our three (3) signature programs: High School Support, Leadership Academy and Scholar Success. SF Achievers High School Program includes onsite lunch programs and a variety of skill building outings. We collaborate with multiple schools across SFUSD—specifically in Burton-, Mission-, Wallenberg-, and Washington High Schools—to offer weekly lunch sessions that are open to all grades and genders. Many of these students also participate in the one-on-one sessions tailored to meet their socio-emotional needs.

**Position Description:** The Programs Manager (PM) supports the design, implementation and management of the San Francisco Achievers youth-serving programs, including the High School Program (Achievers) and Leadership Academy, The College/Scholars Success- and Mentoring Programs. As a critical position within the organization, the position requires a dedicated and diligent professional, one capable of assuring the effective implementation of programming, youth development strategies, and rock-solid commitment to the mission and goals of the organization.

Guided by SFA's core values, the PM provides leadership and oversight aimed at strengthening operational culture and efficacy in service to program participants. The PM works under the direction of the Executive Director (ED) to plan, execute, assess, and improve SFA's high-quality, youth development programming geared towards creating the next generation college students. Additionally, s/he works to strengthen program operations and assure program quality/efficacy.

The PM leads a team of youth development staff to provide high-quality, college-conscious programming. Most critically, s/he provides supervision and oversight to day-to-day operations, program implementation, staff development and external relationships. With the support of the ED, the PM sets professional and operational standards for the team, and contributes to the

development and implementation of youth development strategies that assure organizational strategic- and programmatic priorities are met. As a critical member of the team, this position works to foster a collegial, professional atmosphere that promotes mission-centric outcomes.

### **Key Responsibilities:**

#### **Strategic Planning & Development**

- The PM collaborates with Executive Director to define strategic goals, transmits and assures that program staff are both aware and equipped to catalyze institutional priorities; s/he assesses and adjusts management practices to promote the collection and cultivation of performance data to measure outcomes; and s/he ensures that operations effectively advance expressed priorities
- The PM works with the Executive Director, as well as administrative- and program staff to integrate program performance—i.e. data, anecdotes, images, etc.—across development, social media, and other public facing outlets; s/he strengthens operations and assures implementation, management and cultivation strategies align with organizational goals and strategic priorities

#### **Program Management & Implementation**

- The PM works collaboratively with the ED to develop and implement plans, policies, goals, and objectives for all programs—Scholar Success Program, Achievers Program (HS), Leadership Academy and the Mentor Program; s/he ensures that the ED is aware of/approves program-related activities, including leading and assisting w/program events
- The PM supervises program staff and interns; oversees program delivery, monitors services and delivery strategies; assures implementation strategies are reliably executed; and is responsible for all program management-related outcomes

#### **Scholars Program (Postsecondary)**

- The PM leads and coordinates all scholarship-related activities (targeted and general), including processing applications, reviewing documents, verifying eligibility—i.e. academic background, program involvement, colleges, etc.—and managing renewals
- S/He leads outreach efforts; collaborates, helps to create and schedules promotion materials; additionally, s/he is responsible for Scholar case management, for maintaining online applications, webpages, and scholarships in specialized software
- The PM advises and guides students and parents through SFA Scholarship process, including related financial aid trainings (FAFSA); s/he will collaborate with the Student Services Coordinator to develop, monitor and update scholarship clearinghouse, including scholarship searches and applications processes
- S/He organizes and works with program staff to plan and execute SFA's Annual Scholarship Award Ceremony;

#### **Achievers Program (HS)**

- The PM manages Achievers Program staff; assists staff in program development, monitors and assures the faithful execution of curricula, and supports recruitment; and, working with program staff, plans and coordinates events in support of program priorities
- The PM monitors enrollment and program participation, keeping abreast of Achiever attendance and academic-related performance –i.e. GPA, A-G requirements,

ACT/SAT, FAFSA, etc.; s/he assures that participants apply to SFA- and other scholarships opportunities

- The PM assures alignment with strategic priorities, works in conjunction with and ensures that the Executive Director is aware of and/or approves new partnerships before communicating with potential partners
- The PM provides college planning, advisory and financial aid support to program participants; s/he cultivates and makes participants aware of available resources, and stays abreast of and records which participants take advantage of said resources
- The PM also helps to strengthen SFA partnerships and social media presence/efforts

### **Mentor Program**

- Implement Mentor Program and meet deliverables; recruit, background check and screen, orient and train all incoming volunteer mentors; and maintain human resource files for all mentors (current, pending and past)
- Recruit new mentors and host SFA informational sessions; recruit mentors and build relationships with local partners and stakeholders; ensure diversity amongst mentor recruits, including race, gender and specific fields of employment
- Support mentors; conduct at least one supervisory meeting per month; provide ongoing mentor education workshops at least once per quarter; and maintain regular correspondence with and respond to mentor questions and concerns
- Keep track of Mentor and Volunteer applications as they are received; maintain confidentiality at all times; document and keep track of program deliverables, including frequency of mentor meetings
- Conduct mentor mixers to facilitate new matches; plan and implement events for matched youth and their mentors; plan and hold annual mentor appreciation event; assess student records to inform Mentor/Mentee matches
- Stay abreast of best practices and latest research related to mentoring for commercially sexually exploited youth.

### **Leadership Academy**

- Manage and collaborate with Achievers Program staff on how best to conduct scholar recruitment lunches, counselor collaborations, and teacher contacts; work with program staff to develop strategies to bolster school partnerships, and monitor developments
- Manage and assist Achievers Program staff in the development of Leadership Academy workshops—content, speakers, etc.; oversee venue selection and reservation; order Breakfast and Lunch for in person sessions;
- Create scholarship resources and coordinate virtual sessions

### **Employment Qualifications**

- Bachelor's Degree and a minimum of 2-3 years of professional youth development experience, including recruiting, coaching and mentoring—and/or leading a mentoring or youth service learning program
- Background/knowledge of volunteer recruitment, training and management, including mentor matching, relationship building, and mentor support (population specific)
- Emotional intelligence matched by cultural awareness/competency; ability to design and manage programming that aims to address the unique challenges of diverse, underserved

youth and communities—adept at co-creating opportunities and wrap-around support systems

- Sound judgment and proven record-keeping, with the ability to maintain laser focus on strategy implementation and execution; skilled human resource manager with a proven ability to manage operations and lead staff to assure strategic priorities are met
- Extremely well-organized, detail-oriented and able to prioritize tasks and meet deadlines while adapting to change; self-starter and cooperative-collaborator with the ability to develop positive relationships with community volunteers and with youth
- Proficient with Microsoft Office, Google Drive, & proprietary CRM software and/or other cloud-based tools; digital/social media savvy—i.e. websites, social networks, etc.
- Exceptionally capable of functioning under the supervision of senior leaders, while preserving the ability to work independently as well as part of a team
- Excellent public speaking/presentation skills; written communication and diplomacy skills
- Fastidiously punctual with access to transportation

**Additional Requirements**

- Able to work some evenings and weekends
- Current driver's license, clean driving record along with cleared background check

The Program Manager job description outlines the general nature of this role—it is not exhaustive. Staff may be required to perform duties outside of core responsibilities.

**TO APPLY, PLEASE SEND A COVER LETTER AND RESUME TO GREGG ZAIRE  
AT [gregg@sfachievers.org](mailto:gregg@sfachievers.org)**