



Job Title:	STARS Program Manager	Job Category:	Exempt
Reports to:	Program Director	Travel:	Local 75% Nationally 25%
Salary Range:	Salary commensurate with qualifications and experience	Position Type:	Full-Time
FRIENDS FIRST is a non-profit organization serving schools and communities with quality programming since 1993. Our mission is educating and mentoring teens to make positive life choices and develop healthy relationships. FRIENDS FIRST has extensive experience providing youth and parent programs and serving as a national resource for training and curricula distribution. We incorporate a positive youth development approach to helping youth pursue a successful future while avoiding all high risk behavior. Visit us at www.friendsfirst.org			
Summary: Provide the overall support of all STARS Mentoring Programs throughout the country. This includes curricula revisions, program fidelity, program staff development, and meeting all grant programmatic goals. This role also assists in planning/implementing all FRIENDS FIRST programmatic events (STARS National Conference, MentorLife Summit). As a lead this person is also responsible for observing and training peer educator/coordinators and supervising staff.			
Benefits:	403(b) match up to 5%, full medical and dental benefits for the employee with family plan options, group term life/AD&D insurance; all insurance effective the 1 st month following hire, three (3) weeks paid time off (PTO) plus up to one week winter holiday closure; 11 paid holidays, company apparel, employee assistance plan. <i>Additional Perks:</i> Newly updated office space with patio, relaxed casual work environment, easy access to major highways, intentional company culture, electronic access to paystubs and W2's, annual compensation reviews, flexible schedule, professional development and networking opportunities, occasional travel to top industry conferences nationwide, company laptop and mileage reimbursement.		
Program Management <ul style="list-style-type: none">• Ensure all FRIENDS FIRST STARS programs are adequately staffed.• Provide technical assistance, observations, support, guidance and coaching to all FRIENDS FIRST and partner program coordinators.• Assist with the planning and implementation of the annual STARS National Conference.• Assist FRIENDS FIRST's Grant Managers with the planning/implementation of grant-funded wraparound services, specifically parent engagement events, school assemblies, and community engagement events.• In conjunction with the FF Project Director, ensure all grant, foundation, FRIENDS FIRST, and other various project program goals are met. This includes reporting, evaluation, program implementation, scheduling, observations, and community engagement.• Facilitate 1-2 STARS Programs, as needed.			
STARS Mentoring Program Coordinator <ul style="list-style-type: none">• Facilitate STARS program following program guidelines, with fidelity and as directed by FF and grant requirements.			



- Recruit mentors at high schools with the assistance of counselors and teachers. Some recruiting may also be done at universities/colleges.
- Ensure mentors and mentees develop a healthy mentoring relationship.
- Establish and maintain communication with school representatives, parents and the community at large.
- Recruit and chaperone a minimum of 5 students to both the FRIENDS FIRST Mentor Life Summit and STARS National Conference.
- Recruit a minimum of 10 parents to attend any FRIENDS FIRST sponsored parent events within your STARS community.

ADDITIONAL RESPONSIBILITIES

- Supervise 1-3 employees.
- Observe other coordinators/educators for the purpose of feedback and training.

Contribute to team effort by accomplishing other duties as assigned.

Required Experience/Skills

- Bachelor's Degree in Education, Social Service, Counseling, Human Services or a related field plus a minimum of 3 years of experience with youth program management.
- Experience in developing, supervising and coaching staff.
- Proven ability to see multiple tasks/projects through to completion.
- Experience with public presentations to youth/young adults.
- Exceptional critical thinking skills.
- Exceptional customer service skills (for both internal and external customers).
- Must possess a solution-driven attitude and the ability to remain positive in high-stress situations.
- Excellent oral and written communication skills
- Basic level skills in Microsoft Office (Word, Excel, Outlook).

Preferred Experience/Skills

- 5+ years' experience in program management.
- Experience working with youth from diverse backgrounds, particularly high risk youth.
- Project management experience.
- Understanding of diverse culture, history and family dynamics.
- Intermediate/Advanced level skills in Microsoft Office
- Experience in developing/improving programs informed by data and stakeholder feedback.
- Experience with social enterprising, sales, and/or customer service.
- Experience with event planning.

Essential Duties and Responsibilities

- Must have reliable transportation with proof of insurance and acceptable driving record.
- Able to drive to multiple locations in a single day.
- CPR Certified or able to become certified.
- Available to work many evenings, occasional weekends, with out of state travel as job requires

Physical Demands

This position is regularly required to sit, stand, walk, speak, and hear. The position requires extensive computer use so the employee must have sufficient hand dexterity to use a computer keyboard and be



capable of reading a computer screen. The employee must occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

Limitations and Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with federal and state laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

**HOW TO APPLY:
(No phone calls please)**

Download the application from our website using the link below:

<http://www.friendsfirst.org/career-opportunities>

Submit the following by email:

Your 1) cover letter, 2) resume and 3) job application with 3 references to:

Your cover letter should answer these questions:

***employment@friendsfirst.org*. Please use "Program Manager" as your subject line.**

Equal Opportunity Employer