



# TREEHOUSE

ENDING HOPELESSNESS AMONG TEENS

## PROGRAM MANAGER

JOB TITLE: Program Manager

DEPARTMENT: Outreach

REPORTS TO: Area Director

STATUS: Full-time (40 hours)

CLASSIFICATION: Exempt

WORK HOURS: Flexibility to work daytime and evening hours

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## ABOUT TREEHOUSE

TreeHouse is on a mission to end hopelessness among teens. Through safe, grace-based environments and one-to-one mentoring, teens build healthy relationships, better coping skills and a sense of purpose rooted in the living hope of Jesus, unleashing untold potential in themselves and their communities. TreeHouse staff are grounded in the core values of GRACE (Growth, Relationships, Authenticity, Community, Empowerment) that determine how we build relationships with donors, partners, volunteers, fellow staff, and teens. TreeHouse serves over 3,000 teens annually across 7 states and is growing to lead the nation in ending hopelessness among teens.

## WHAT WE ARE LOOKING FOR

The ideal candidate possesses proven skills in effectively planning and executing programming for teens, with a passion to develop people and systems.

Key characteristics include confidence in handling teen crises and discipline, a consistent and steady presence to maintain the health of group culture, ability to coordinate volunteers and delegate tasks, and the professionalism to sustain key relationships with school staff and others who serve teens.

## GENERAL TREEHOUSE STAFF REQUIREMENT

By God's grace, TreeHouse staff live out Christian faith and values in ways that are consistent with the teachings of Scripture and by participating in a fellowship of believers for spiritual enrichment, encouragement, support, and accountability.

## JOB SUMMARY

The Program Manager ensures excellence in youth programming at an assigned TreeHouse site. Executes the program strategies set by the Area Director and outreach leadership for site volunteers and staff to effectively serve teens, sharing the living hope of Jesus Christ and helping teens realize their untold potential.

## ESSENTIAL JOB FUNCTIONS

### PROGRAM MANAGEMENT

- Provide spiritual leadership to volunteer and staff team by setting the tone and leading by example
- In collaboration with site staff and volunteers, plan and organize program activities for assigned site; in alignment with outreach strategic direction, set goals for programs, trips, and activities
- Ensure safety and effectiveness of each program setting, competently addressing conflicts and issues that arise with teens, with the support of Area Director and outreach leadership
- Lead and coach a team of volunteers and staff during weekly programs, trips and activities, while participating fully in programming
  - Facilitate highly effective weekly support groups, providing teens a safe environment to experience peer and adult support
  - Co-lead weekly Connect programs, including teaching spiritual and asset-based concepts, leading games, facilitating discussion groups, and having fun with teens in a large group setting
  - Ensure the successful delivery of the TreeHouse Next curriculum and teen and staff engagement with volunteer coaches to aid teens in graduating high school and setting a path for their future
  - Lead trips and activities, providing opportunities for teens to have fun, learn about themselves, put their life skills into action, and connect with God and others in a deeper way
  - Drive a 12-passenger van to transport teens to and from TreeHouse programs
- Ensure accuracy and timeliness of youth data tracking, administrative work, and basic vehicle maintenance as assigned

### VOLUNTEER MANAGEMENT

- In collaboration with Area Director, delegate responsibilities to volunteers and staff as appropriate for their level of competence while leading by example in program settings
- Coordinate volunteer onboarding and ensure management processes are followed; in collaboration with Area Director, supervise and develop volunteers in various direct service roles

### TEEN MENTORING

- In collaboration with Area Director, assign careloads of teens to self and volunteer and paid staff, and ensure teens receive consistent mentoring and support in safe environments
- Recruit and maintain a careload of teens in assigned community to meet goals set by supervisor; Meet regularly with careload teens for mentoring and spiritual development
- Supervise, coach and encourage local volunteer mentors who assist with careload mentoring
- Help teens manage personal and family crises, including networking with outside professionals and law enforcement as needed

### COMMUNITY ENGAGEMENT

- Visit area schools regularly to recruit new teens, connect with and advocate for current participants, meet strategic objectives, and maintain relationships with school administrators and staff

- In collaboration with Area Director, build and maintain relationships with social service providers in the area, seeking new participant referrals and connecting our teens and their families to needed resources; provide consistent follow-up of referrals from these sources
- Support the fundraising and awareness efforts of the Community Advancement staff and volunteer Community Development Team (CDT) by engaging community partners and personal network in TreeHouse fundraising events and other strategic opportunities
  - Cultivate and maintain a team of ministry partners who support the work of the assigned site financially and in prayer

## QUALIFICATIONS

- Three or more years of program or ministry experience; demonstrated success in providing direct service to youth facing struggles
- Bachelor's degree, preferably in Social Work, Psychology, Education, Youth Ministry or related field (exceptions will be considered)
- Valid driver's license, auto insurance, 5+ years' driving experience to meet TreeHouse insurance provider requirements
- Mature faith in Jesus Christ which is compatible with the TreeHouse statement of faith and philosophy of ministry
- Commitment to the Vision, Mission, and Core Values of TreeHouse
- Strong interpersonal skills; ability to forge positive working relationships with a wide variety of people
- Self-motivated with ability to meet deadlines independently and as part of a team
- Excellent written and verbal communication skills
- Sound judgment and confidentiality