



PITTSBURGH CARES
Pittsburgh, Pennsylvania
www.pittsburghcares.org

Position: Youth Engaged in Service Program Manager

Organizational Overview

Pittsburgh Cares, a non-profit volunteer service organization, is part of the national Points of Light Institute (www.pointsoflight.org). Founded in 1992, Pittsburgh Cares is a recognized, respected leader in volunteerism and community service in the Greater Pittsburgh region. Pittsburgh Cares has an active volunteer base of over 5,000 youth and adults and provides volunteers and capacity-building support to over 350 area community-based organizations. On average, Pittsburgh Cares coordinates between 60-75 service projects per month and logs more than 50,000 service hours annually.

Youth Engaged in Service (YES) is an outreach program that connects youth under the age of 18 to volunteer opportunities, service learning and leadership development. Outside of customizing volunteer opportunities for youth, Pittsburgh Cares operates the Young Leaders Academy (YLA), Act 48 Service Learning workshops, manages the [Youth Leadership Network](#) (YLN), and has established a formalized partnership with Pittsburgh Public Schools [9th Grade Nation: Civics, Be the Change!](#).

For more information about Pittsburgh Cares and specifically Youth Engaged in Service, please visit http://www.pittsburghcares.org/vol_yes.html.

Position Description, Duties, and Responsibilities

The Program Manager for Youth Engaged in Service (YES) is a full-time position that reports to the YES Director.

In 2007, under our Youth Engaged in Service program, Pittsburgh Cares launched the Young Leaders Academy (YLA) due to the lack of formal leadership development and service learning efforts underway in the region with youth in grades K-12.

Pittsburgh Cares is taking a unique approach to their YLA initiative by focusing on three core areas: youth engagement in service learning, youth leadership development, and youth organizing. Based on the research of the Colorado Foundation for Families & Children, Pittsburgh Cares has developed a series of experiential learning opportunities that advance youth through a process of first understanding their community's assets. Next, the youth learn the power of youth action and practice decision making concepts through the process of designing and delivering services that meet critical community needs. Lastly, the youth identify the social issues that they themselves are most passionate about, receive training on advocacy and community organizing strategies, and reflect on appropriate measurement and evaluation techniques.

Overall, the YLA initiative is designed to have youth develop and/or enhance a healthy self-concept and self-awareness, identify characteristics of leadership styles, and develop and practice leadership skills as a decision maker, role model, advocate and volunteer.

The mission of the Young Leaders Academy is to engage middle and high school students in a variety of civically-focused experiential learning opportunities in which the students develop and/or enhance their connection to their community and are empowered to participate in service learning projects.

The Program Manager for Young Leaders Academy is responsible for meeting strategic goals related to our YLA program. Additional responsibility includes assisting in the management and implementation of special events.

Primary responsibilities include:

- Meet and exceed all quarterly and annual strategic goals related to all YES programming and development
- Managing the Academy Charter School, Pittsburgh Peabody, Community School East/West, and additional school day Young Leaders Academy (YLA) programs
 - Development and management of the YLA curriculum, instructional materials, and teacher facilitation guides
 - Facilitating train the trainer sessions and monthly support meetings with school personnel. (Assist the YES Trainers in the facilitation of monthly YLA teacher professional development sessions through a train the trainer model on an as needed basis.)
 - Designing and facilitating service learning projects including design, implementation, and reflection
 - Facilitating community partnerships that advance life skills education and experiential learning
- Managing the Pittsburgh Young Leaders Academy (PYLA) after school program at five Pittsburgh Public High Schools
 - Recruiting, interviewing, selecting, managing, and supporting all PYLA staff. Providing ongoing support to all Change Leaders, host monthly CL Marathon Meetings to invigorate staff, discuss great ideas, determine areas of support needed, encourage cross school partnerships, share success stories, discuss possible solutions to any challenges, and develop the orientation and training model
 - Oversee the facilitation of leadership development and service learning curriculum and projects with youth participants
 - Develop cross school partnership opportunities and plans for fieldtrips and service projects (ie. Break the Ice with a Winter Ball, Overnight Teambuilding Retreat, Alternative Spring Break, and End of Year Celebration)
 - Work with Change Leaders to incorporate a model for the student incentive program, develop a weekly staff email briefing that incorporates information about upcoming deadlines, tools and resources, stories of success and inspiration, etc.
- Managing the annual YLA budget
- Maintaining accurate tracking tools and producing monthly reports on all program aspects
- Managing the facilitation of YLA leadership development and service learning curriculum with youth participants
- Assisting the YES team with all new customized contracts
- Assisting with the securing of funding and in-kind resources for administrative and programmatic expenses related to YLA
- Assisting with the development and implementation of measurement and evaluation strategies and tools for YLA
- Assisting with the development and implementation of training curriculum for YLA trainers
- Assisting the YES team with the design, management and implementation of the YES Communication Strategy

Additional responsibilities include:

- Assisting Pittsburgh Cares staff with project implementation in Business Cares, Campus Cares and Community Connections
- Assisting in the management and implementation of Pittsburgh Cares special events including but not limited to Seasons of Service (Nov-Dec), Martin Luther King Jr. Celebrate the Dream (Jan), and Hands on Pittsburgh (May);
- Completing all other tasks as identified and assigned

Requirements

The successful candidate will have an extensive knowledge of program/project management, youth education and development (with a particular focus on youth leadership development and service learning), customer-service / community partnership building, and volunteer management as well as a commitment to the mission of Pittsburgh Cares: increase community engagement via volunteerism and enhance the impact of regional service partners. Candidates must also possess proven experience of event planning / management, volunteering, and an ability to communicate effectively to and engage diverse audiences.

Additionally, candidates should possess the following:

- Bachelors degree or five years experience in youth development programming with developed skills in:
 - Planning and organizational skills with short and long term plans
 - Management and leadership skills in developing, directing, and evaluating programs in line with strategic

- goals and objectives;
- Building and motivating effective teams
- Designing and implementing leadership development and service-learning curriculum
- Excellent written, verbal and presentation skills
- Fundraising
- Outstanding analytical, interpersonal and communication skills as well as creativity, diplomacy, and skills in consensus building and collaboration
- Ability to work with a diverse pool of program participants, volunteers, service partners and cultural and professional styles
- Budget management experience
- Ability to travel between project sites and community partnership meetings
- Demonstrates professional written, verbal and presentation skills
- Ability to “think outside the box” and share ideas
- Is skilled in the use of MS Office Software suite, internet, email, fax, copier, digital photography, etc.
- Self-sufficient, a self starter and ready to learn
- Practices a strong work ethic with the ability to multi-task, manage time, meet deadlines, and work independently in a fast-paced environment
- Use critical thinking skills and take initiative in meeting and exceeding expectations
- Demonstrates the ability to effectively research, design, and lead programs/projects
- Ability to travel between the office, schools, meeting locations, and project sites
- Energizing, optimistic, customer-centered, and engaging personality that boosts morale and motivates people to action

To Apply: Please email resume, cover letter, and salary requirements to:

Holly M. McGraw, Youth Engaged in Service Director
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No phone calls please.